2021 Local Government Community Satisfaction Survey

Mansfield Shire Council

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

JWS RESEARCH

Contents

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-second 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

- decisions made in the interest 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 ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 22 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 22 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 59

State-wide 61

Small Rural 60

Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly **higher** by the widest margin	The three areas where Council performance is significantly **lower** by the widest margin
Compared to State-wide average	Appearance of public areas	Building & planning permits
	Tourism development	Waste management
	Lobbying	Parking facilities
Compared to group average	Appearance of public areas	Parking facilities
	Tourism development	Waste management
	Sealed local roads	Building & planning permits

Summary of core measures

Index scores

Overall performance

Consultation & engagement

Community decisions

Sealed local roads

Waste management

Customer service

Overall council direction

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Waste management	73	75	75	75	68	70	64	60	57	64
Customer service	70	69	74	70	71	70	73	61	67	70
Overall performance	59	63	66	60	61	64	58	51	52	59
Consultation & engagement	54	59	59	54	59	60	58	52	54	56
Sealed local roads	58		59	60	57	59	45	50	49	57
Community decisions			59	53	56	61	54	47	48	56
Overall council direction	47	55	61	49	56	55	49	40	47	56

Summary of core measures

Core measures summary results (%)
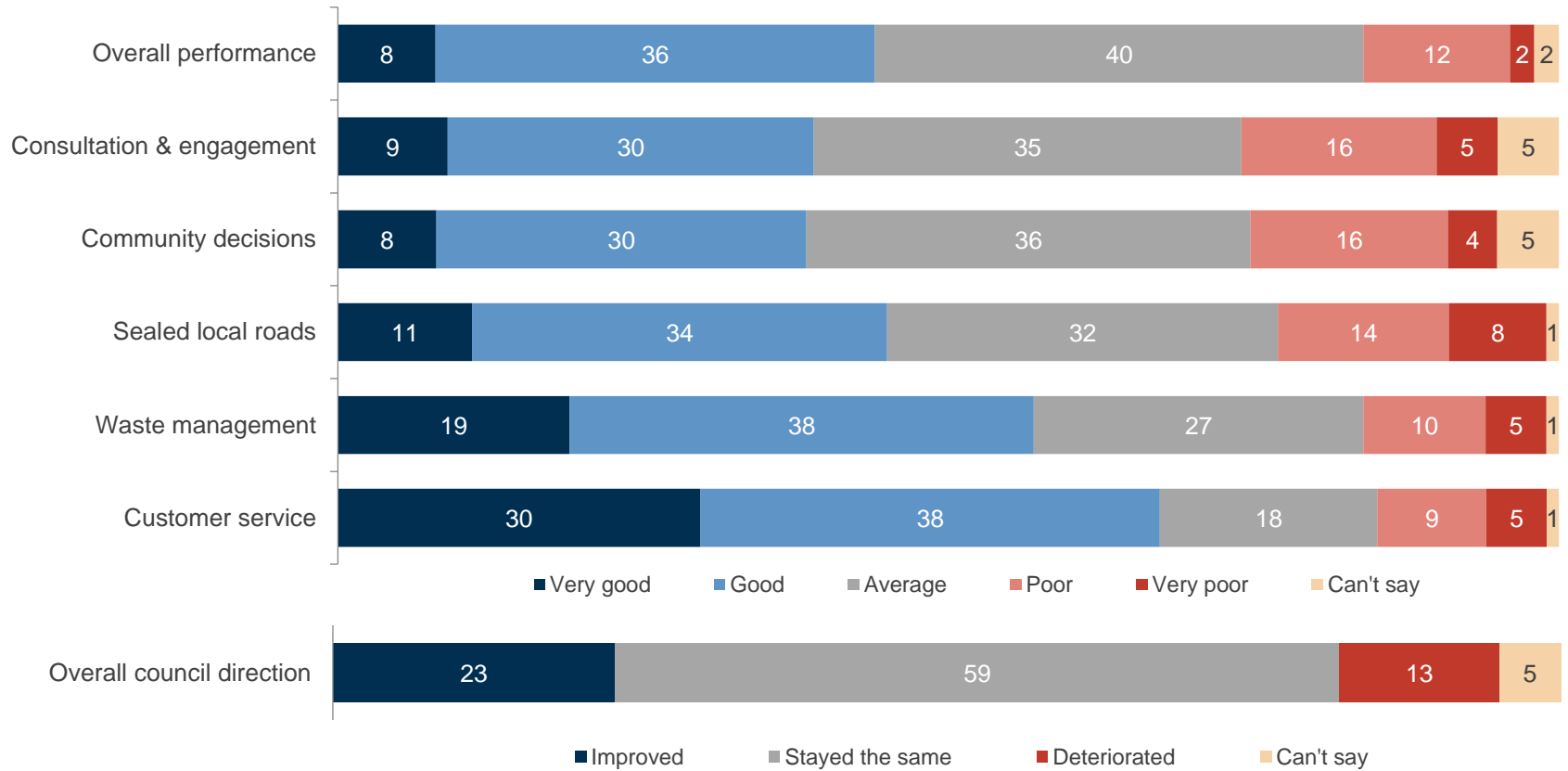
Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	8	36	40	12	2	2
Consultation & engagement	9	30	35	16	5	5
Community decisions	8	30	36	16	4	5
Sealed local roads	11	34	32	14	8	1
Waste management	19	38	27	10	5	1
Customer service	30	38	18	9	5	1

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

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	23	59	13	5

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

Summary of Mansfield Shire Council performance

Services	Mansfield 2021	Mansfield 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest Score
Overall performance	59	52	60	61	Aged 18-34 years	Men, Other residents Aged 50-64 years
Value for money	52	-	52	54	Aged 18-34 years	Other residents
Overall council direction	56	47	53	53	Aged 18-34 years, Women	Aged 35-49 years
Customer service	70	67	69	70	Aged 35-64 years, Women	Aged 18-34 years
Appearance of public areas	82	75	75	73	Aged 18-49 years	Other residents
Emergency & disaster mngt	74	68	72	71	Aged 35-49 years	Other residents, Aged 65+ years
Elderly support services	72	70	72	69	Mansfield residents	Other residents
Recreational facilities	72	67	69	71	Aged 35-49 years	Aged 18-34 years
Art centres & libraries	70	73	72	73	Aged 35-49 years, Aged 65+ years, Other residents	Aged 18-34 years
Family support services	67	67	66	66	Women	Other residents

Significantly higher / lower than Mansfield Shire Council 2021 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.

Summary of Mansfield Shire Council performance

Services	Mansfield 2021	Mansfield 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
Tourism development	**67**	65	63	62	Aged 50-64 years	Aged 18-34 years, Other residents
Enforcement of local laws	**65**	62	63	64	Aged 35-49 years	Men, Aged 50-64 years
Waste management	**64**	57	68	69	Aged 65+ years	Aged 18-34 years
Business & community dev.	**61**	59	58	60	Women	Men
Lobbying	**58**	49	55	55	Aged 18-34 years	Aged 50-64 years
Local streets & footpaths	**58**	54	58	59	Aged 18-34 years	Other residents
Informing the community	**58**	55	61	60	Aged 18-49 years	Aged 50-64 years, Other residents
Sealed local roads	**57**	49	53	57	Aged 18-34 years	Aged 65+ years
Consultation & engagement	**56**	54	56	56	Aged 18-34 years	Other residents
Community decisions	**56**	48	56	56	Women	Other residents

Significantly higher / lower than Mansfield Shire Council 2021 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Mansfield Shire Council performance

Services		Mansfield 2021	Mansfield 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Parking facilities	**53**	52	62	58	Aged 18-34 years	Aged 65+ years
	Town planning policy	**53**	44	55	55	Aged 18-34 years	Aged 50-64 years
	Population growth	**49**	44	52	53	Aged 18-34 years	Aged 50-64 years
	Building & planning permits	**45**	40	49	51	Aged 18-34 years	Aged 35-49 years
	Unsealed roads	**45**	44	44	45	Aged 35-64 years	Aged 18-34 years

Significantly higher / lower than Mansfield Shire Council 2021 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

JWS RESEARCH 10

Focus areas for the next 12 months

Overview

Consolidating gains made last year, perceptions of Council's overall performance has improved significantly this year. Significantly increased ratings are also seen across more than half of all evaluated service areas. Council has made considerable inroads towards rebuilding community sentiment back to previous levels, and is now well positioned to further strengthen these gains and build performance in areas where ratings have held steady or experienced only slight improvement.

Key influences on perceptions of overall performance

Council should focus on improving performance in service areas that most influence overall performance: community consultation, unsealed roads, decisions made the community's interest, waste management, town planning, public areas and elderly support services. Many of these are among Council's lowest performing areas. Good communication, transparency and consultation, particularly on planning issues, must be foremost in Council efforts to continue cultivating positive community opinion over the next 12 months.

Comparison to state and area grouping

Council performs significantly higher than both the Small Rural group and State-wide averages on the appearance of public areas, tourism development and lobbying. Waste management is one of only three service areas where Council performs significantly lower than both the Small Rural group and State-wide averages – given the influence this area has on overall performance perceptions, this would be an area to watch.

Maintain gains achieved to date

Over the next 12 months, Council should seek to uphold and continue building upon the significant gains made in some of its lowest performing areas. In this vein, Council should focus attention on decisions made in the community's interest, planning and building permits and town planning policy, as despite improvements, these remain areas of low performance with a high impact on overall performance. In each of these areas, Council has previously achieved higher ratings, demonstrating that this is achievable.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 59 for Mansfield Shire Council represents a significant seven-point improvement on the 2020 result.

- Encouragingly, Council has started to rebuild community sentiment after overall performance ratings stabilised last year from significant declines in 2018 and 2019.

Mansfield Shire Council's overall performance rates in line with both the average rating for councils in the Small Rural group and for councils State-wide (index scores of 60 and 61 respectively).

- Perceptions of performance improved statistically significantly (at the 95% confidence level) in the last 12 months across almost all geographic and demographic cohorts. The exceptions here are residents aged 18 to 49 years where ratings remain broadly in line with last year's results.

One in three residents (33%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Just over a quarter rate Council as 'very poor' or 'poor' (27%), while 37% rate Council as 'average' in terms of providing value for money.
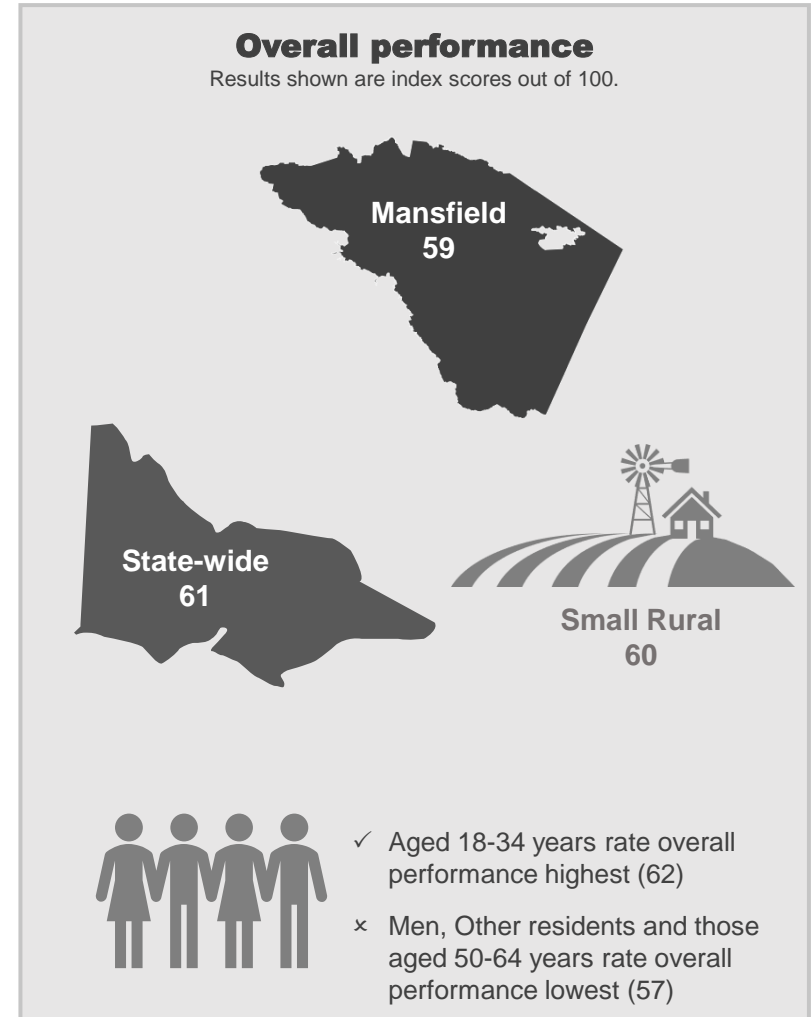
Overall performance
Results shown are index scores out of 100.

Mansfield 59

State-wide 61

Small Rural 60

✓ Aged 18-34 years rate overall performance highest (62)

✗ Men, Other residents and those aged 50-64 years rate overall performance lowest (57)

Overall performance

2021 overall performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	62	57	56	63	69	61	63	73	65	64
State-wide	61	58	60	59	59	59	60	61	60	60
Women	60	52	53	58	66	60	61	65	62	62
Small Rural	60	56	58	56	58	57	59	n/a	n/a	n/a
Mansfield	60	54	52	59	66	63	60	71	63	58
Mansfield	59	52	51	58	64	61	60	66	63	59
35-49	59	53	51	55	59	63	59	65	66	53
65+	58	52	52	58	67	63	62	66	63	62
50-64	57	45	47	56	60	55	55	62	59	57
Other	57	49	50	58	58	57	61	61	64	58
Men	57	52	50	58	61	61	58	68	63	56

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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2021 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	8	36	40	12	2	2
2020 Mansfield	3	31	42	15	8	1
2019 Mansfield	6	28	39	16	9	1
2018 Mansfield	6	41	36	12	4	1
2017 Mansfield	13	44	32	6	5	1
2016 Mansfield	9	42	32	10	4	3
2015 Mansfield	12	35	37	12	4	
2014 Mansfield	14	48	28	8	2	1
2013 Mansfield	15	39	31	8	5	1
2012 Mansfield	10	37	36	11	6	
State-wide	11	39	34	10	4	2
Small Rural	10	38	34	11	4	1
Mansfield	7	40	35	13	2	2
Other	8	29	49	10	3	1
Men	7	31	44	13	3	2
Women	8	41	36	12	2	1
18-34	4	52	30	13		
35-49	8	39	36	15	2	
50-64	8	29	49	7	4	2
65+	9	31	42	13	2	3

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: 66 Councils asked group: 19

Value for money in services and infrastructure

2021 value for money (index scores)
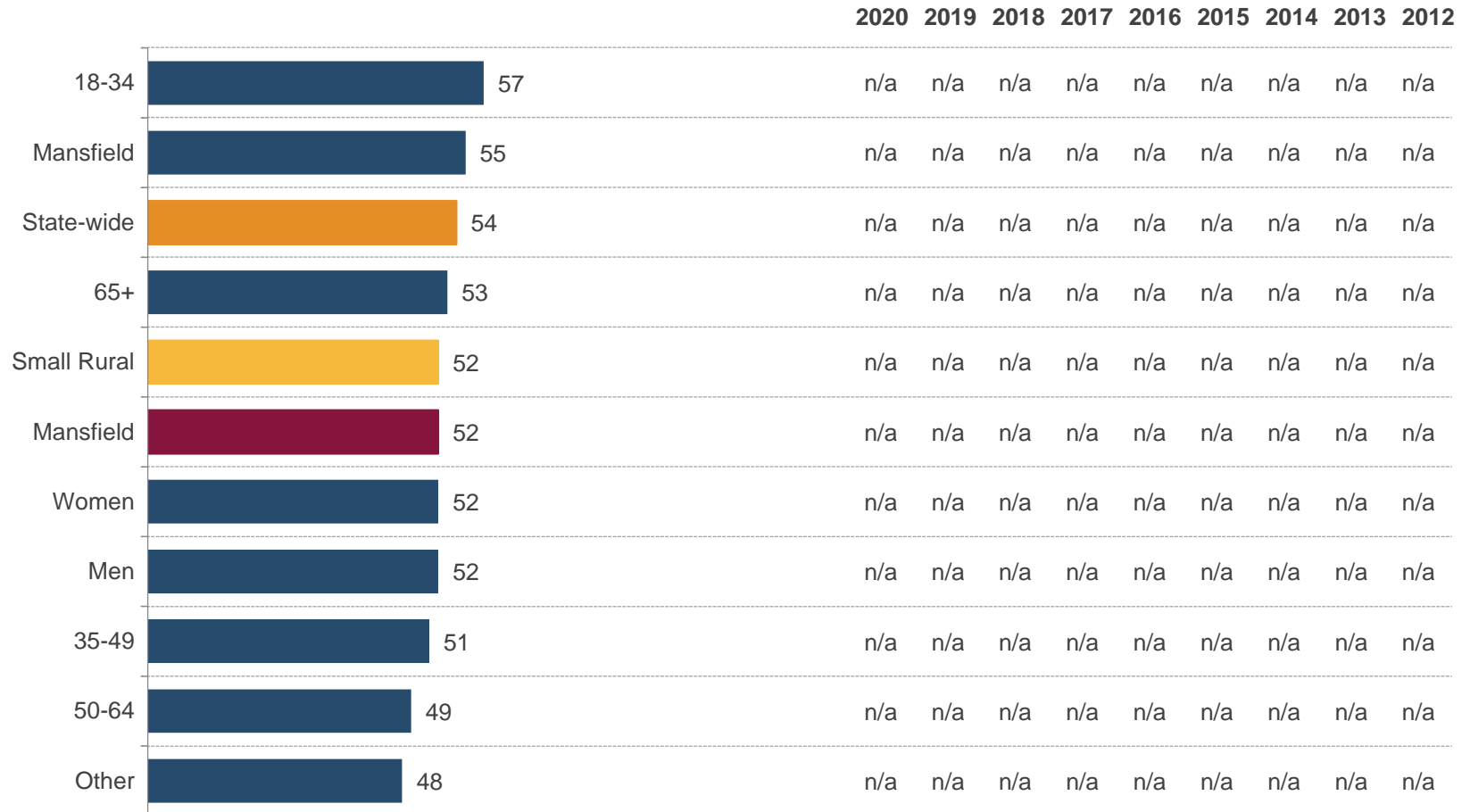
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q3b. How would you rate Mansfield Shire 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: 19
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure

2021 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	6	27	37	23	4	3
State-wide	8	31	34	15	8	4
Small Rural	7	29	35	17	9	3
Mansfield	6	32	35	21	2	4
Other	6	19	41	26	6	2
Men	8	26	33	27	3	2
Women	4	29	41	18	5	4
18-34	4	35	43	17		
35-49	4	32	29	29	3	3
50-64	5	25	35	22	8	5
65+	8	23	40	21	4	5

Q3b. How would you rate Mansfield Shire 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: 19

Top performing service areas

Appearance of public areas is the area where Council performed best in 2012 (index score of 82), improving significantly by seven points on last year's result.

- All demographic and geographic cohorts recorded a significant increase in their ratings of public areas this year.

- Maintaining this high rating here is important, as perceptions of public areas have a positive influence on Council's overall performance perceptions. Indeed, parks and gardens (9%) are cited as one of the best things about Council.

- Council performance in this area is significantly higher the Small Rural group and State-wide averages.

Perceptions of Council's next highest rated area, emergency and disaster management, also improved significantly over the past 12 months (index score of 74, up six points).

- Significant increases in ratings of this area are seen among women and those aged 35 to 64 years.

- Council rates in line with the Small Rural group and significantly lower than the State-wide average here.

High performance is also seen for elderly support services and recreational facilities (index score of 72 each) in 2021. Ratings of recreational facilities increased significantly this year (by five points).
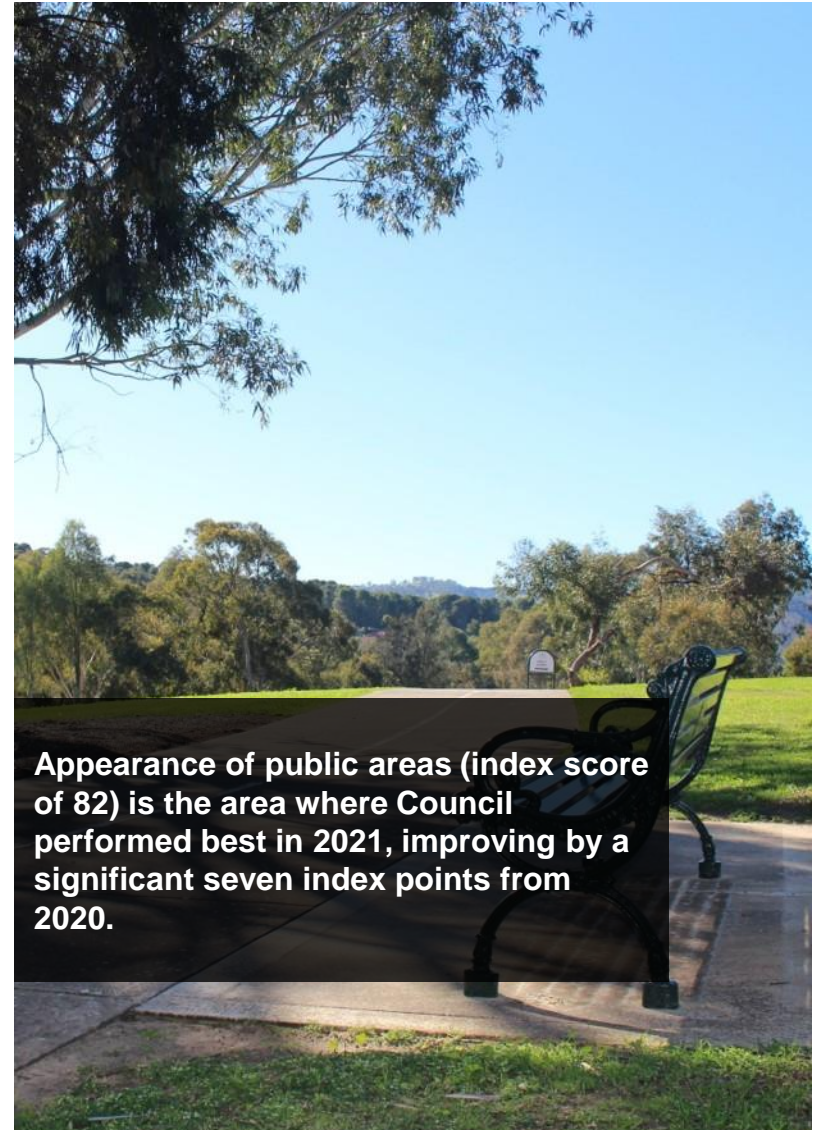
Appearance of public areas (index score of 82) is the area where Council performed best in 2021, improving by a significant seven index points from 2020.

Low performing service areas
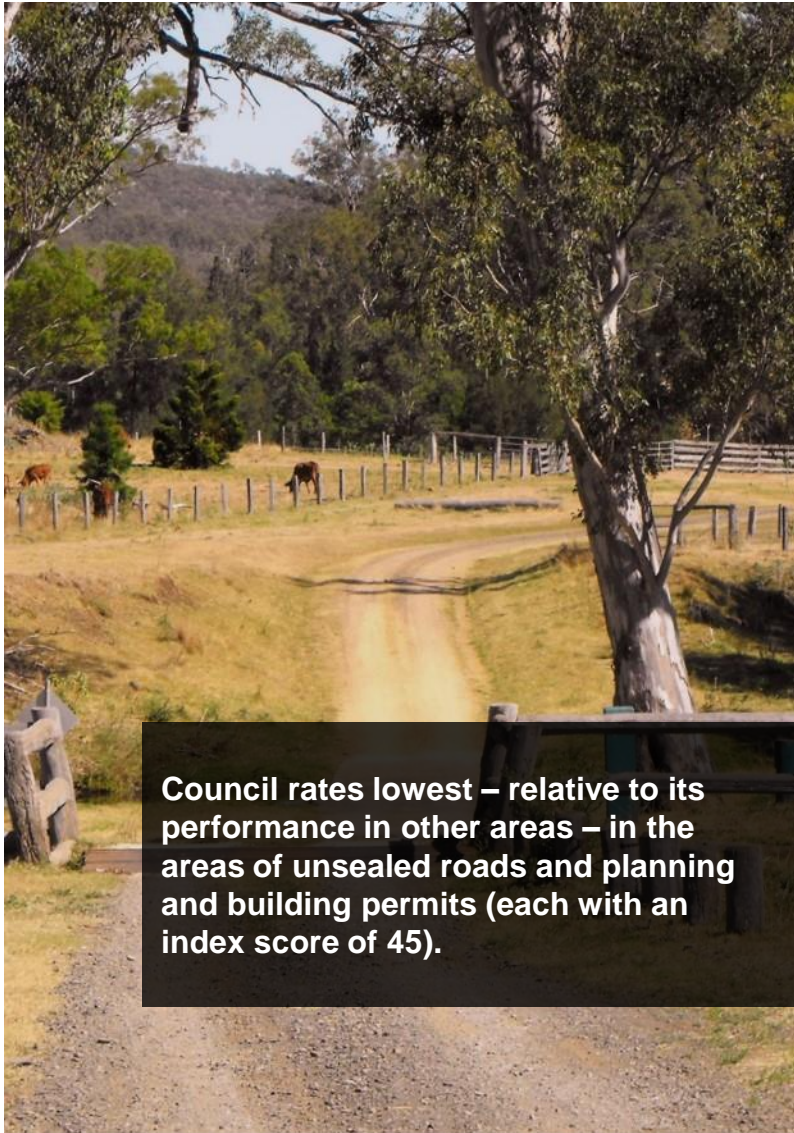
Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads and planning and building permits (each with an index score of 45).

Council rates the lowest on unsealed roads and planning and building permits (index score of 45 each).

Performance on unsealed roads remains consistent with last years result. Ratings in this area increased significantly among women and residents aged 50 to 64 years (index score of 48 each, up six and 11 points respectively), and decreased significantly among those aged 18 to 34 years (index score of 40, down 13 points).

• Council rates in line with the Small Rural group and State-wide averages for unsealed roads.

In the area of planning and building permits, perceived performance improved significantly by five points this year. After reaching a series low in 2019, Council continues to recover community perceptions and improve its performance in this area.

• Town planning, permits and red tape (11%) are one of the areas residents cite as most needing improvement.

• Residents aged 35 to 49 years are the ones that require attention in this service area. Perceptions declined significantly among this cohort (index score of 30, down 16 index points). They also rate Council performance here significantly lower than average.

• Council rates significantly lower than the Small Rural group and State-wide average in this area.

Individual service area performance

2021 individual service area performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	82	75	77	77	81	77	81	81	78	76
Emergency & disaster mngt	74	68	70	73	74	73	n/a	n/a	n/a	n/a
Elderly support services	72	70	69	73	77	74	76	74	75	71
Recreational facilities	72	67	68	72	74	69	72	74	70	67
Art centres & libraries	70	73	74	73	75	n/a	n/a	n/a	n/a	n/a
Family support services	67	67	69	72	73	72	73	72	70	67
Tourism development	67	65	67	71	75	73	75	75	n/a	n/a
Enforcement of local laws	65	62	60	64	67	66	65	67	67	65
Waste management	64	57	60	64	70	68	75	75	75	73
Business & community dev.	61	59	59	61	65	62	63	65	n/a	n/a
Lobbying	58	49	51	58	59	55	58	58	59	56
Local streets & footpaths	58	54	53	52	58	59	63	63	59	57
Informing the community	58	55	55	62	63	63	n/a	n/a	n/a	n/a
Sealed local roads	57	49	50	45	59	57	60	58	n/a	n/a
Consultation & engagement	56	54	52	58	61	59	54	59	59	54
Community decisions	56	48	47	54	60	56	53	59	n/a	n/a
Parking facilities	53	52	49	54	54	55	56	57	58	53
Town planning policy	53	44	44	51	54	53	55	57	55	48
Population growth	49	44	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	45	40	36	46	45	48	50	55	n/a	n/a
Unsealed roads	45	44	41	40	50	48	49	47	45	43

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Individual service area performance

2021 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	45	42	10	2	1	
Emergency & disaster mngt	23	43	18	4		11
Elderly support services	20	37	20	3	1	18
Recreational facilities	24	45	20	5	3	3
Art centres & libraries	19	41	23	3	2	11
Family support services	13	32	25	3	2	24
Tourism development	18	39	27	8	2	7
Enforcement of local laws	12	39	25	8	2	13
Waste management	19	38	27	10	5	1
Business & community dev.	9	33	33	8	2	15
Lobbying	6	28	35	9	2	19
Local streets & footpaths	10	37	33	12	6	2
Informing the community	10	32	37	12	6	4
Sealed local roads	11	34	32	14	8	1
Consultation & engagement	9	30	35	16	5	5
Community decisions	8	30	36	16	4	5
Parking facilities	9	29	35	17	8	3
Town planning policy	5	26	35	15	5	14
Population growth	7	21	30	22	8	12
Planning & building permits	4	21	25	19	12	19
Unsealed roads	7	18	35	18	16	4

Legend: ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say
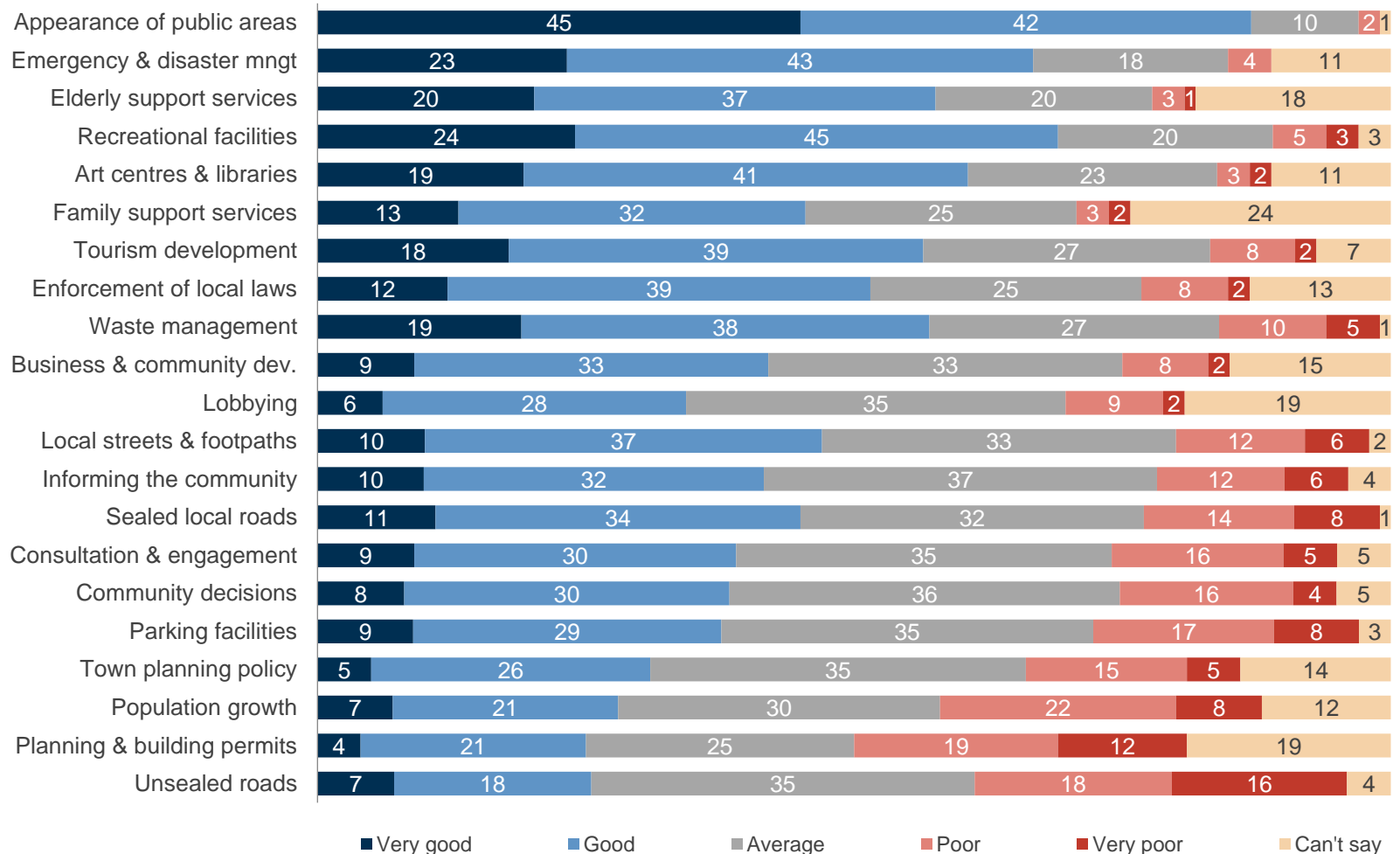
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Individual service area importance

2021 individual service area importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	83	n/a	n/a	n/a	n/a	n/a	77	79	80	76
Community decisions	83	n/a	n/a	n/a	n/a	n/a	82	81	n/a	n/a
Elderly support services	83	n/a	n/a	n/a	n/a	n/a	80	82	82	81
Unsealed roads	83	n/a	n/a	n/a	n/a	n/a	79	81	80	80
Population growth	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Town planning policy	77	n/a	n/a	n/a	n/a	n/a	73	74	75	73
Sealed local roads	77	n/a	n/a	n/a	n/a	n/a	78	78	n/a	n/a
Consultation & engagement	77	n/a	n/a	n/a	n/a	n/a	77	76	75	74
Family support services	76	n/a	n/a	n/a	n/a	n/a	74	74	76	73
Local streets & footpaths	75	n/a	n/a	n/a	n/a	n/a	75	75	77	74
Planning & building permits	74	n/a	n/a	n/a	n/a	n/a	73	73	n/a	n/a
Parking facilities	73	n/a	n/a	n/a	n/a	n/a	71	72	71	70
Appearance of public areas	72	n/a	n/a	n/a	n/a	n/a	74	74	77	72
Bus/community dev./tourism	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	73
Business & community dev.	72	n/a	n/a	n/a	n/a	n/a	71	73	n/a	n/a
Lobbying	71	n/a	n/a	n/a	n/a	n/a	72	73	72	70
Recreational facilities	70	n/a	n/a	n/a	n/a	n/a	71	74	73	73
Tourism development	68	n/a	n/a	n/a	n/a	n/a	72	73	n/a	n/a
Enforcement of local laws	67	n/a	n/a	n/a	n/a	n/a	68	67	67	63
Traffic management	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
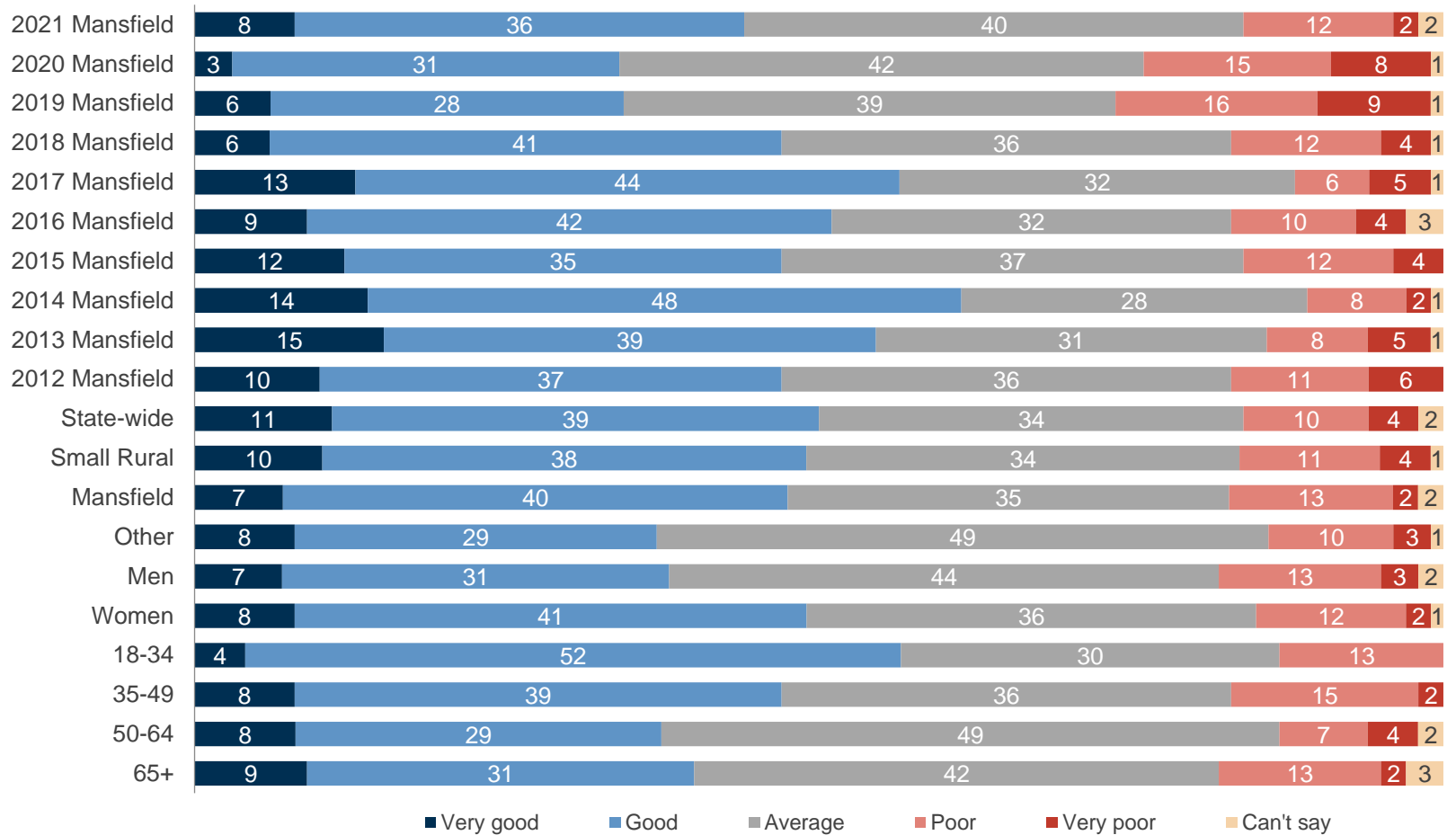*Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.
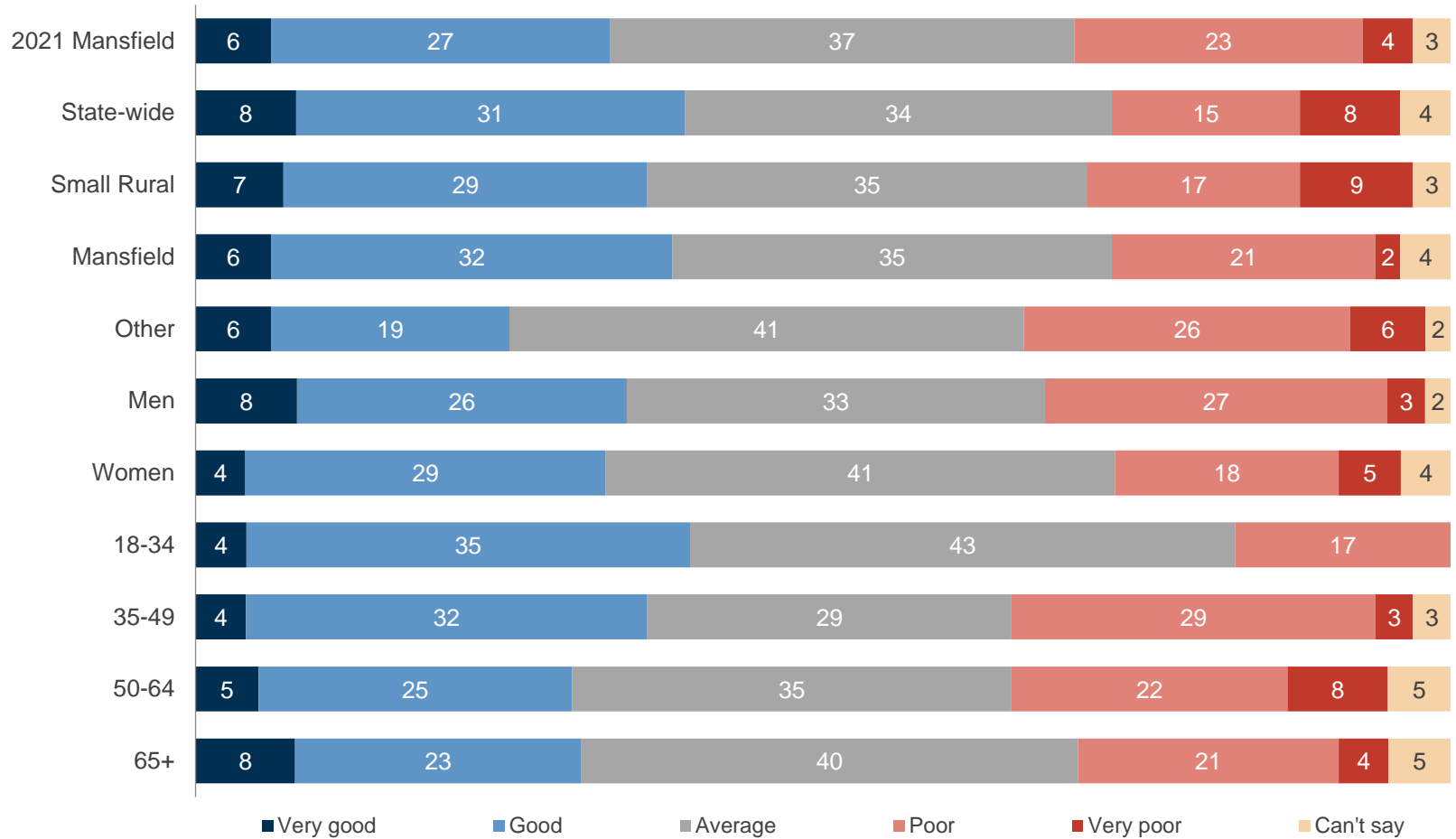
Individual service area importance

2021 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Elderly support services	43	44	10	1		2
Waste management	47	39	13	1		
Emergency & disaster mngt	51	35	10	2	1	1
Community decisions	45	41	12	1		1
Population growth	50	34	10	4	1	1
Unsealed roads	46	38	13	1		1
Sealed local roads	30	48	19	1		1
Informing the community	36	41	19	1	1	1
Consultation & engagement	35	42	19	2	1	1
Family support services	30	47	16	4	1	1
Town planning policy	34	41	15	3	1	5
Local streets & footpaths	28	45	21	3	1	2
Appearance of public areas	22	46	28	2	1	
Bus/community dev./tourism	25	45	24	5		1
Planning & building permits	30	40	21	5	1	3
Parking facilities	32	37	25	4	2	1
Lobbying	23	44	26	4	1	2
Business & community dev.	24	44	27	3	1	1
Recreational facilities	21	44	30	4	1	1
Tourism development	26	36	29	5	4	1
Enforcement of local laws	18	39	35	6	2	1
Art centres & libraries	18	36	33	8	4	1
Traffic management	15	37	38	7	1	2

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

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Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Unsealed roads	83	45	-37
Population growth	82	49	-33
Planning & building permits	74	45	-28
Community decisions	83	56	-27
Town planning policy	77	53	-25
Consultation & engagement	77	56	-21
Sealed local roads	77	57	-20
Informing the community	78	58	-20
Parking facilities	73	53	-20
Waste management	83	64	-20
Local streets & footpaths	75	58	-16
Lobbying	71	58	-13
Elderly support services	83	72	-11
Business & community dev.	72	61	-10
Emergency & disaster mngt	84	74	-10

Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

Influences on perceptions of overall performance

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

• Community consultation and engagement.

A focus on good communication and consultation with residents on key local issues provides the greatest opportunity to drive up overall opinion of Council's performance.

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

• The maintenance of unsealed roads

• Decisions made in the interest of the community

• Waste management

• Town planning

• The appearance of public areas

• Elderly support services.

The appearance of public areas is Council's best performing service area (index score of 82) and has a moderate positive influence on the overall performance rating. Waste management is also performing reasonably well (index score of 64) and has a moderate influence.

Maintaining these positive results should remain a focus but there is greater work to be done elsewhere.

Other service areas that have a moderate influence on overall perceptions, but perform relatively less well, are town planning and community decisions (performance index of 53 and 56 respectively).

Addressing resident concerns about local planning issues and ensuring good communication and transparency around Council decision making can also help shore up positive community opinion.

However, most in need of attention is Council's maintenance of unsealed roads, which is poorly rated (performance index of 45) and a strong influence on overall community opinion.

It is important to attend to resident concerns about unsealed roads to help improve overall ratings of Council performance.

Shoring up positive perceptions of Council's elderly support services can also help improve overall community opinion.

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 weaker 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

2021 regression analysis (all service areas)
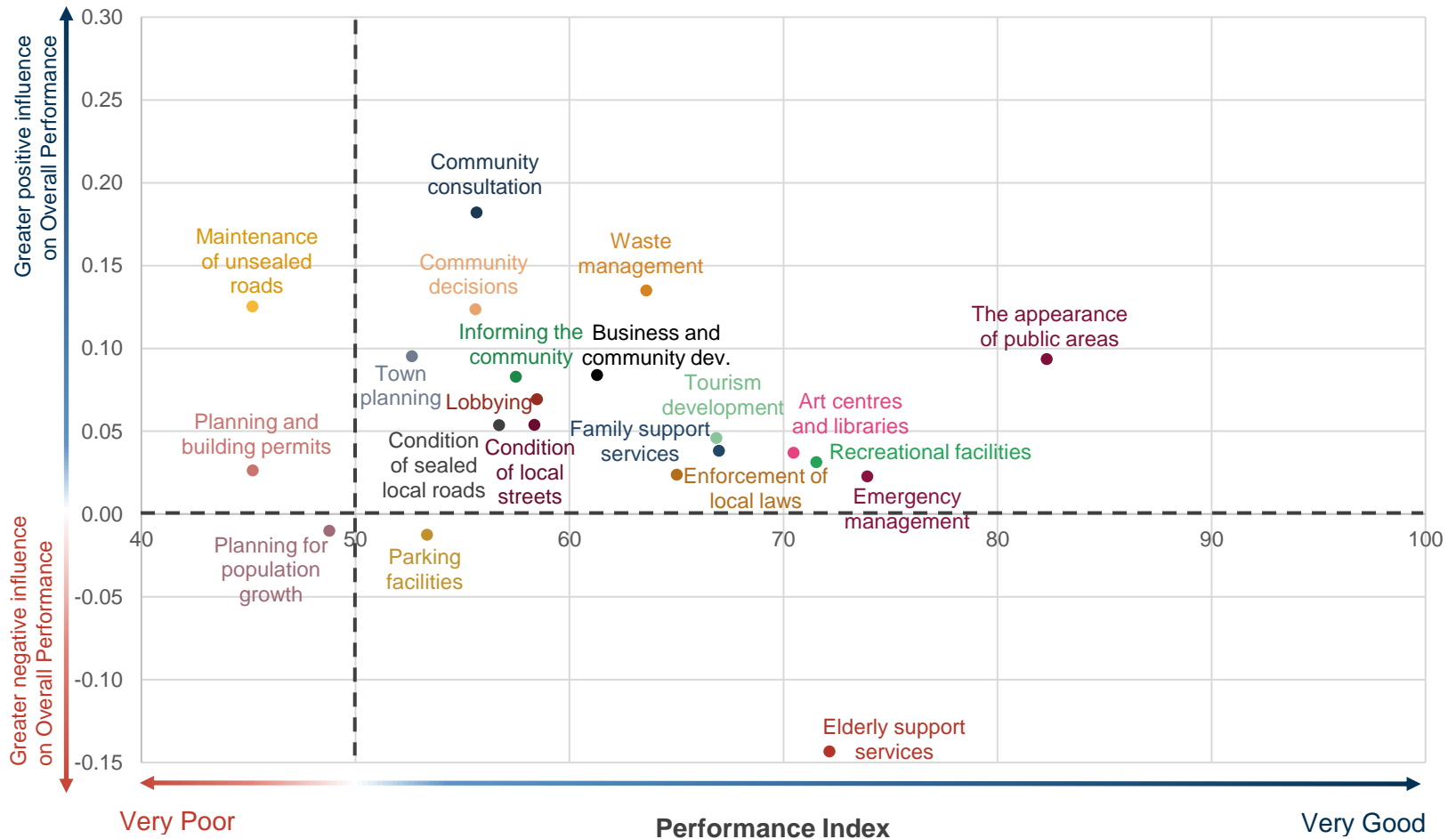
The multiple regression analysis model above (all service areas) has an R² value of 0.579 and adjusted R² value of 0.556, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 24.79. 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

2021 regression analysis (key service areas)

Greater positive influence on Overall Performance

Maintenance of unsealed roads

Community consultation

Community decisions

Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on community perceptions of overall performance.

Town planning

Waste management

The appearance of public areas

Should remain a focus as currently performing 'poorly' here. Improvements will have a strong influence on overall perceptions.

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

Greater negative influence on Overall Performance

Elderly support services

Very Poor

Performance Index

Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.544 and adjusted R² value of 0.536, which means that 54% 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 = 66.94.

Best things about Council and areas for improvement

2021 best things about Council (%)
- Top mentions only -

Customer Service	10
Parks and Gardens	9
Generally Good	7
Tourism	7
Recreational/Sporting Facilities	6
Aged Support Services	5
Road/Street Maintenance	5
Location	5
Public Areas	4
Community Engagement/InvolvementCommunication	4
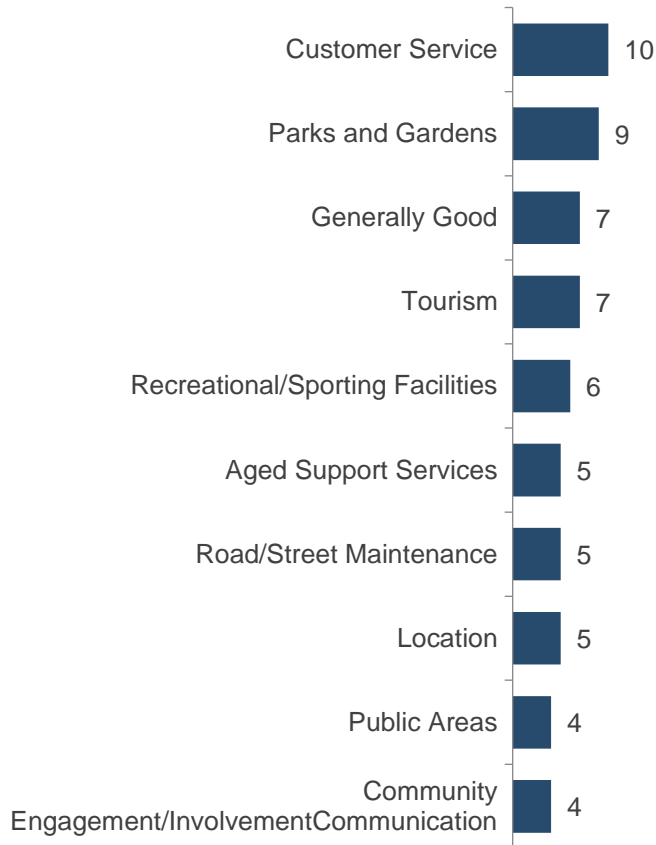
2021 areas for improvement (%)
- Top mentions only -

Community Consultation	11
Town Planning/Permits/Red Tape	11
Sealed Road Maintenance	11
Waste Management	8
Communication	8
Parking Availability	7
Financial Management	6
Infrastructure	6
Un-Sealed Road Maintenance	6
Nothing	5
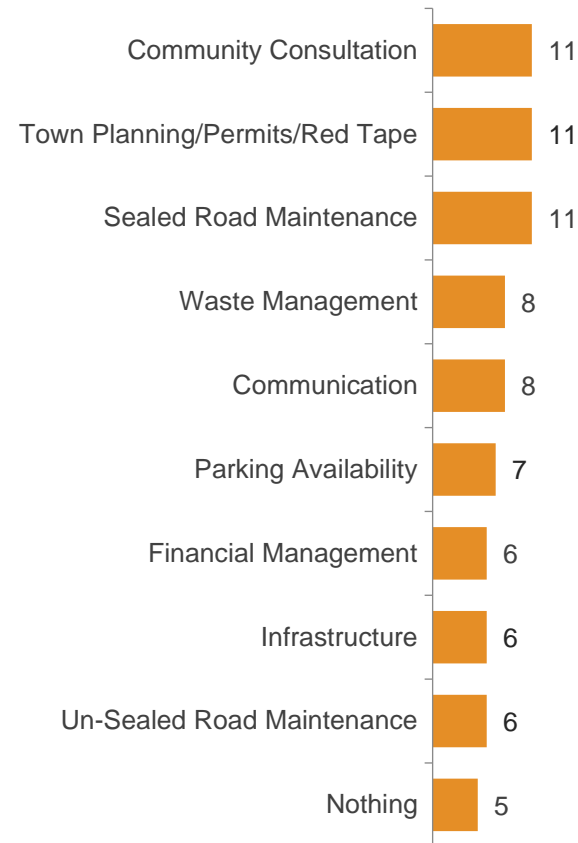
Q16. Please tell me what is the ONE BEST thing about Mansfield Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 9
Q17. What does Mansfield Shire Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 45 Councils asked group: 13
A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Seven in ten Mansfield Shire Council residents (70%) have had contact with Council in the last 12 months.

After increasing incrementally year on year from 2017, rate of contact has fallen by six percentage points this year.

- This decline has been driven by residents in the Other area, whose rate of contact fell to 68%, down 11 percentage points.

Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 30% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 70 represents a slight (but not significant) improvement on last year's result (67). Council continues to regain ground after experiencing a sharp 12-point decrease in 2019.

By maintaining this improvement, Council's customer service rating remains in line with the Small Rural group and State-wide averages (index scores of 69 and 70 respectively).

Among residents who have had contact with Council, 68% continue to provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of customer service performance across each of the geographic and demographic cohorts did not change significantly over the past 12 months.

Residents aged 35 to 49 years continue to provide Council's highest rating (index score of 72), while those aged 18 to 34 years (index score of 66) provide the lowest – noting these are not significantly different to the Council average.

Contact with council

2021 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: 39 Councils asked group: 15

J W S R E S E A R C H   33

Contact with council

2021 contact with council (%)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	76	79	82	85	77	69	78	76	86	74
50-64	74	84	81	73	70	76	73	78	78	75
Mansfield	71	75	75	69	64	66	70	69	74	70
Men	71	77	74	67	63	65	73	71	79	68
Mansfield	70	76	73	70	65	65	72	72	76	72
Women	70	75	72	74	67	66	70	73	73	77
18-34	70	82	72	50	58	50	68	63	78	66
Other	68	79	67	72	69	64	73	77	80	75
65+	65	68	63	69	58	65	68	70	67	72
Small Rural	63 ▼	66	63	64	62	61	64	n/a	n/a	n/a
State-wide	61 ▼	63	61	61	58	58	60	61	60	61

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: 39 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2021 customer service rating (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49 — 72	73	63	73	63	72	71	77	71	66
Women — 72	67	61	73	70	72	71	72	71	73
50-64 — 72	62	67	71	69	67	74	72	69	70
State-wide — 70	70	71	70	69	69	70	72	71	71
Mansfield — 70	68	60	72	69	72	70	76	70	67
Mansfield — 70	67	61	73	70	71	70	74	69	70
Small Rural — 69	70	70	69	69	69	70	n/a	n/a	n/a
Other — 69	67	65	75	72	69	71	72	72	75
65+ — 69	69	65	76	76	75	72	76	73	76
Men — 67	68	61	72	70	71	69	77	66	66
18-34 — 66	63	45	68	71	68	59	72	59	67

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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2021 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	30	38	18	9	5	1
2020 Mansfield	24	45	17	6	8	1
2019 Mansfield	23	34	18	14	11	1
2018 Mansfield	34	39	15	8	4	1
2017 Mansfield	29	42	15	7	6	
2016 Mansfield	31	44	12	9	5	
2015 Mansfield	34	33	15	8	7	2
2014 Mansfield	37	36	17	5	4	
2013 Mansfield	32	36	15	8	8	
2012 Mansfield	36	29	21	10	5	
State-wide	32	35	17	8	6	1
Small Rural	31	36	16	9	7	1
Mansfield	29	40	15	11	5	1
Other	30	34	24	4	7	1
Men	24	43	17	9	7	1
Women	36	32	19	9	4	1
18-34	19	50	12	13	6	
35-49	28	42	20	10		
50-64	34	35	18	4	7	2
65+	33	31	20	8	7	1

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: 66 Councils asked group: 19

Council direction

Council direction

Perceptions of the direction of Council's overall performance have significantly improved from 2020 (index score of 56, up nine points).

- Contributing to this increase are significant improvements among women (with ratings also significantly higher than the Council-wide average) and those aged 65 years and over.

A majority of residents (59%) continue to believe the direction of Council's overall performance has stayed the same over the last 12 months, up two percentage points on 2020.

- 23% believe the direction has improved in the last 12 months, up six points on 2020.

- 13% believe it has deteriorated, down 11 points on 2020.

- The most satisfied with Council direction are those aged 18 to 34 years and women.

- The least satisfied with Council direction are residents aged 35 to 49 years.
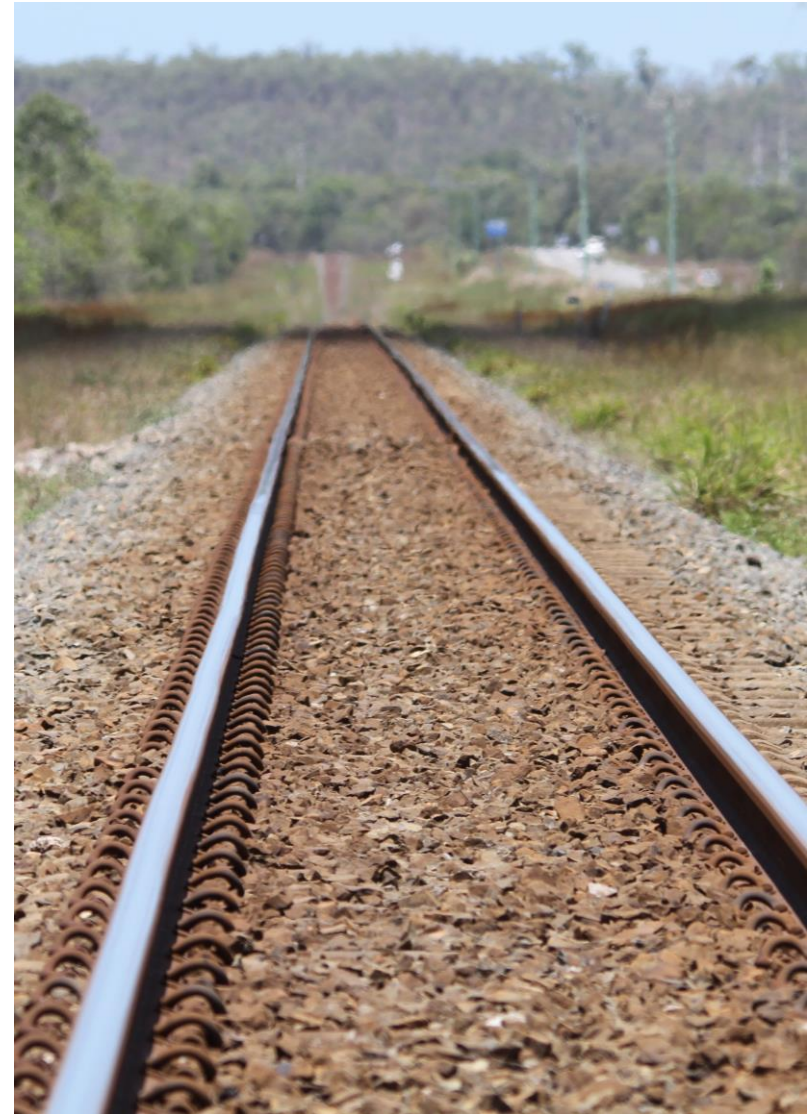
Overall council direction last 12 months

2021 overall council direction (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61	53	45	50	57	54	50	59	56	53
Women	61 ▲	48	40	48	58	55	50	60	57	50
Mansfield	58	49	40	49	56	58	47	63	57	46
65+	58	45	39	51	58	58	51	64	61	50
Mansfield	56	47	40	49	55	56	49	61	55	47
50-64	53	44	36	47	53	51	50	56	50	43
State-wide	53 ▼	51	53	52	53	51	53	53	53	52
Small Rural	53	50	53	50	52	50	53	n/a	n/a	n/a
Other	51	43	42	52	50	51	52	59	56	48
Men	51	45	40	50	51	56	48	62	54	44
35-49	50	46	42	46	50	58	45	63	54	43

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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2021 overall council direction (%)

Category	Improved	Stayed the same	Deteriorated	Can't say
2021 Mansfield	23	59	13	5
2020 Mansfield	17	57	24	3
2019 Mansfield	11	57	29	3
2018 Mansfield	20	54	22	4
2017 Mansfield	19	65	11	5
2016 Mansfield	23	60	12	5
2015 Mansfield	18	58	20	4
2014 Mansfield	30	57	10	3
2013 Mansfield	26	54	16	4
2012 Mansfield	17	59	22	3
State-wide	18	63	13	5
Small Rural	19	62	14	5
Mansfield	26	59	10	5
Other	18	60	17	5
Men	20	56	19	6
Women	27	62	6	4
18-34	30	61	9	
35-49	18	58	19	5
50-64	19	62	14	5
65+	24	58	10	8

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

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: 66 Councils asked group: 19

Individual service areas

Community consultation and engagement importance

2021 consultation and engagement importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	81	n/a	n/a	n/a	n/a	n/a	79	80	79	78
35-49	80	n/a	n/a	n/a	n/a	n/a	79	79	73	79
Women	80	n/a	n/a	n/a	n/a	n/a	78	80	77	77
Mansfield	77	n/a	n/a	n/a	n/a	n/a	77	75	74	76
Mansfield	77	n/a	n/a	n/a	n/a	n/a	77	76	75	74
Other	77	n/a	n/a	n/a	n/a	n/a	78	79	77	72
Small Rural	77	76	76	74	75	77	76	n/a	n/a	n/a
65+	75	n/a	n/a	n/a	n/a	n/a	78	76	74	75
State-wide	75	74	74	74	74	75	74	74	73	73
Men	74	n/a	n/a	n/a	n/a	n/a	77	72	73	71
18-34	72	n/a	n/a	n/a	n/a	n/a	73	68	74	64

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement importance

2021 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	35	42	19	2	1	1
2015 Mansfield	35	39	23		1	2
2014 Mansfield	35	37	24	3	1	1
2013 Mansfield	30	45	20	2	2	1
2012 Mansfield	27	47	20	3	1	2
State-wide	32	41	22	3	1	1
Small Rural	34	41	20	2	1	1
Mansfield	35	43	19	1	2	1
Other	36	39	21	3	1	1
Men	33	37	25	2	2	1
Women	37	46	14	2	1	1
18-34	26	44	26		4	
35-49	41	42	14	2	2	
50-64	46	36	15		3	
65+	30	44	22	2	1	2

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 6

JWS RESEARCH 43
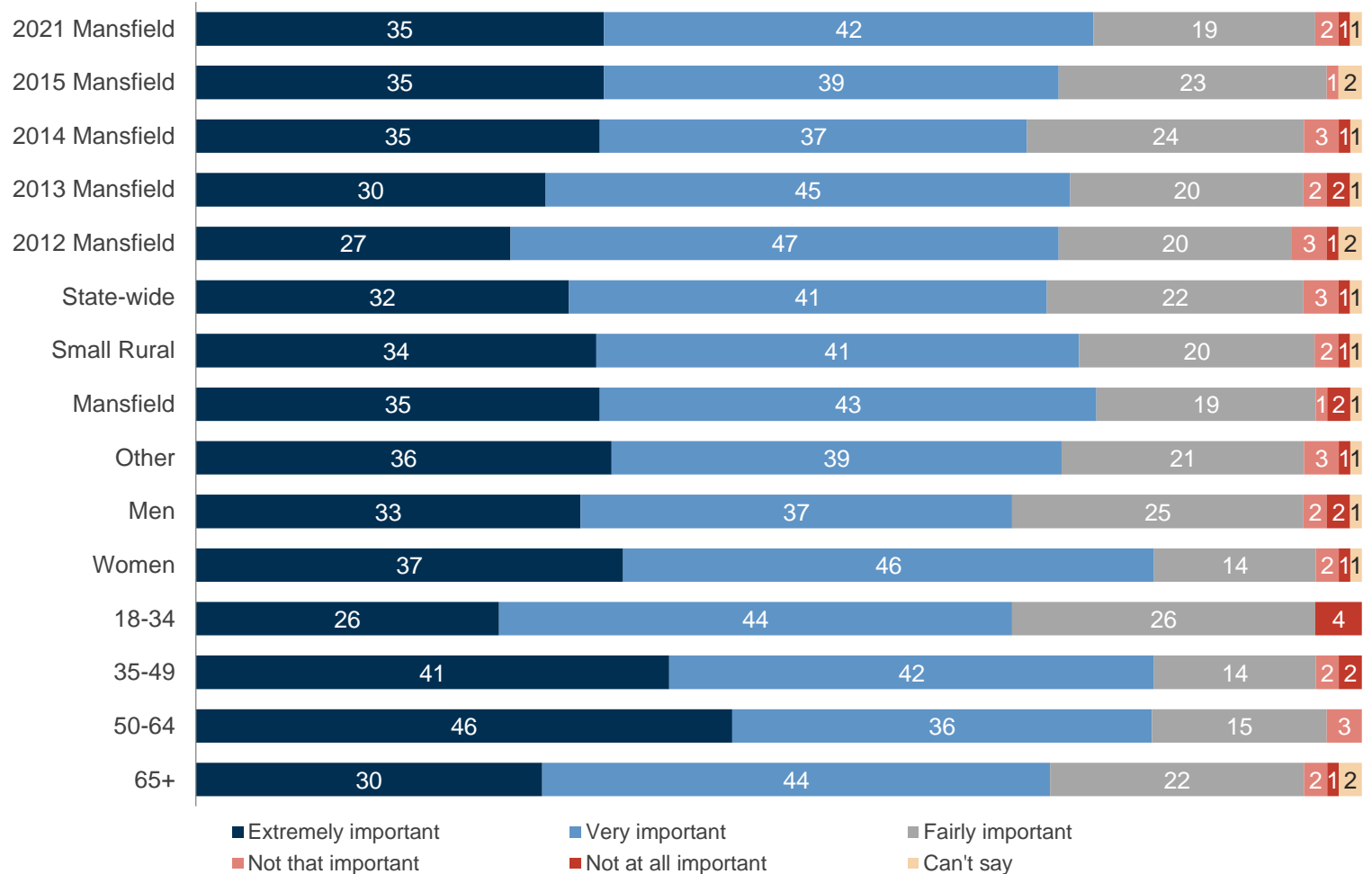
Community consultation and engagement performance

2021 consultation and engagement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	61	52	68	63	64	59	68	63	56
Women	59	55	54	58	65	58	57	59	58	58
Mansfield	58	55	53	58	63	62	54	61	59	51
35-49	57	57	54	54	58	62	51	59	60	49
Small Rural	56	54	56	54	55	55	56	n/a	n/a	n/a
Mansfield	56	54	52	58	61	59	54	59	59	54
State-wide	56	55	56	55	55	54	56	57	57	57
65+	54	53	52	57	65	61	57	57	61	56
50-64	54	45	50	56	57	49	49	54	54	55
Men	53	53	50	58	58	60	51	59	61	50
Other	51 ▼	52	51	59	56	55	56	58	61	59

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2021 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	9	30	35	16	5	5
2020 Mansfield	7	36	26	18	8	6
2019 Mansfield	8	28	31	14	11	7
2018 Mansfield	10	33	28	14	5	9
2017 Mansfield	12	38	25	12	5	8
2016 Mansfield	11	34	28	13	5	9
2015 Mansfield	9	27	33	16	7	7
2014 Mansfield	10	37	26	14	5	8
2013 Mansfield	13	35	29	13	6	5
2012 Mansfield	9	32	28	15	10	7
State-wide	9	30	32	15	6	8
Small Rural	10	31	30	15	6	7
Mansfield	10	34	35	13	5	3
Other	7	22	36	23	4	8
Men	8	27	30	23	5	7
Women	10	32	40	9	5	3
18-34	9	43	30	13	4	
35-49	10	31	35	14	6	4
50-64	5	27	39	15	5	8
65+	11	24	35	20	5	6

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Lobbying on behalf of the community importance

2021 lobbying importance (index scores)

	Score	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	73	n/a	n/a	n/a	n/a	n/a	74	75	75	72
50-64	73	n/a	n/a	n/a	n/a	n/a	73	72	70	73
18-34	72	n/a	n/a	n/a	n/a	n/a	73	74	71	68
Other	71	n/a	n/a	n/a	n/a	n/a	78	75	72	70
Mansfield	71	n/a	n/a	n/a	n/a	n/a	72	73	72	70
Mansfield	71	n/a	n/a	n/a	n/a	n/a	69	73	72	71
Small Rural	71	73	70	70	70	71	72	n/a	n/a	n/a
35-49	71	n/a	n/a	n/a	n/a	n/a	72	74	74	72
65+	70	n/a	n/a	n/a	n/a	n/a	70	71	72	68
State-wide	69	68	67	68	69	69	69	70	70	70
Men	69	n/a	n/a	n/a	n/a	n/a	69	71	68	69

Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community importance

2021 lobbying importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	23	44	26	4	1	2
2015 Mansfield	27	39	26	5	1	2
2014 Mansfield	25	43	25	4	1	3
2013 Mansfield	24	44	23	6	1	2
2012 Mansfield	24	38	30	4	1	2
State-wide	24	39	27	7	2	2
Small Rural	24	43	25	5	2	2
Mansfield	22	45	25	4	1	2
Other	23	42	28	4	1	2
Men	21	43	29	5	2	1
Women	25	46	23	3	1	3
18-34	13	65	17	4		
35-49	29	28	38	4		2
50-64	30	40	23	4	3	1
65+	20	45	25	5	1	4

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say
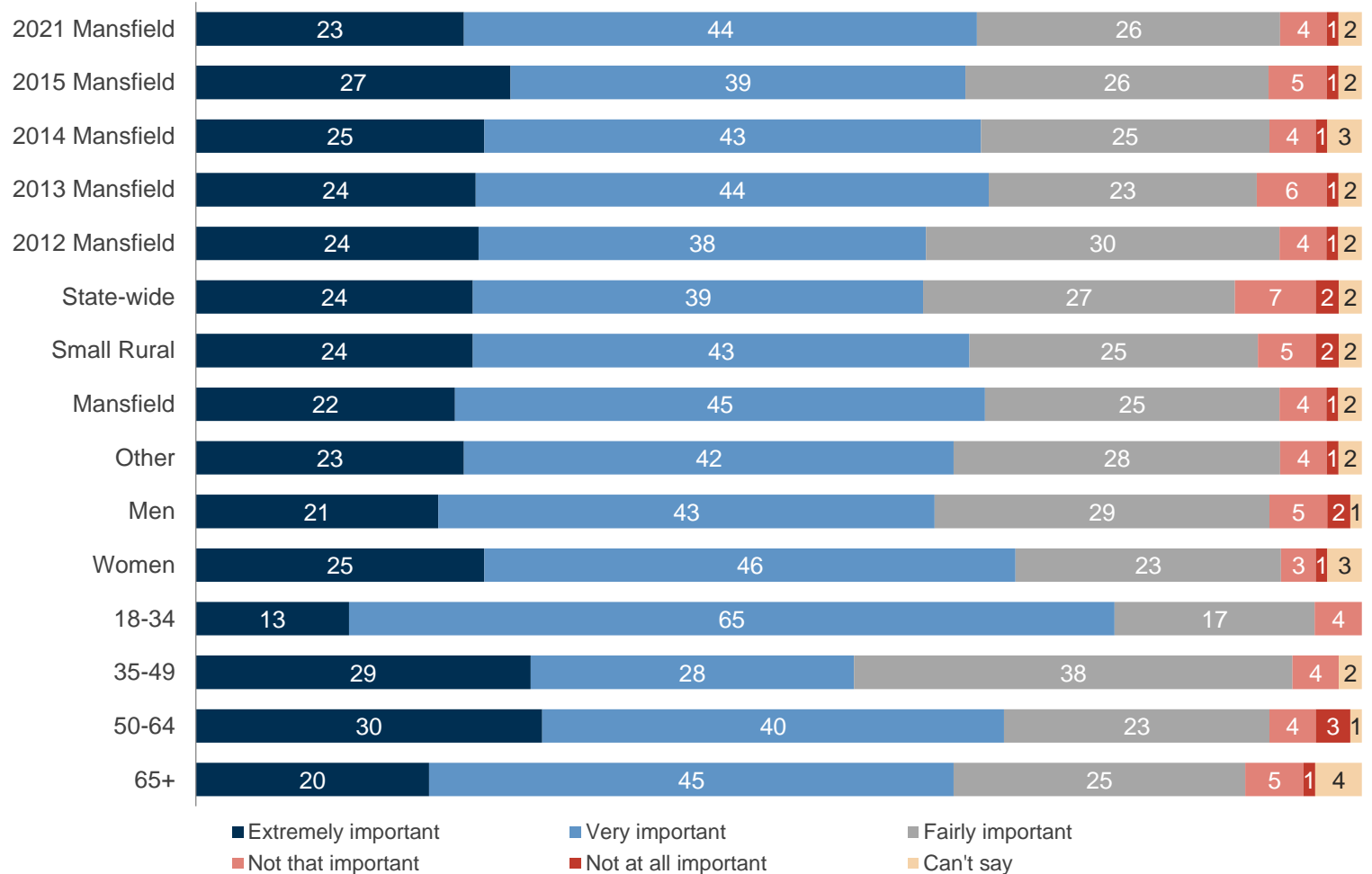
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4

Lobbying on behalf of the community performance

2021 lobbying performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63 ▲	53	53	65	63	56	60	59	62	57
Mansfield	60	51	51	58	62	56	59	59	60	57
Women	60	48	54	56	62	55	60	58	56	57
35-49	59	47	48	56	53	60	57	60	57	53
Mansfield	58	49	51	58	59	55	58	58	59	56
65+	58	52	53	58	64	55	61	59	61	59
Men	58	51	49	59	57	55	56	59	62	56
Other	56	47	50	58	51	53	58	57	59	55
Small Rural	55 ▼	52	55	53	55	54	56	n/a	n/a	n/a
State-wide	55 ▼	53	54	54	54	53	55	56	55	55
50-64	55	44	49	52	54	49	54	55	55	56

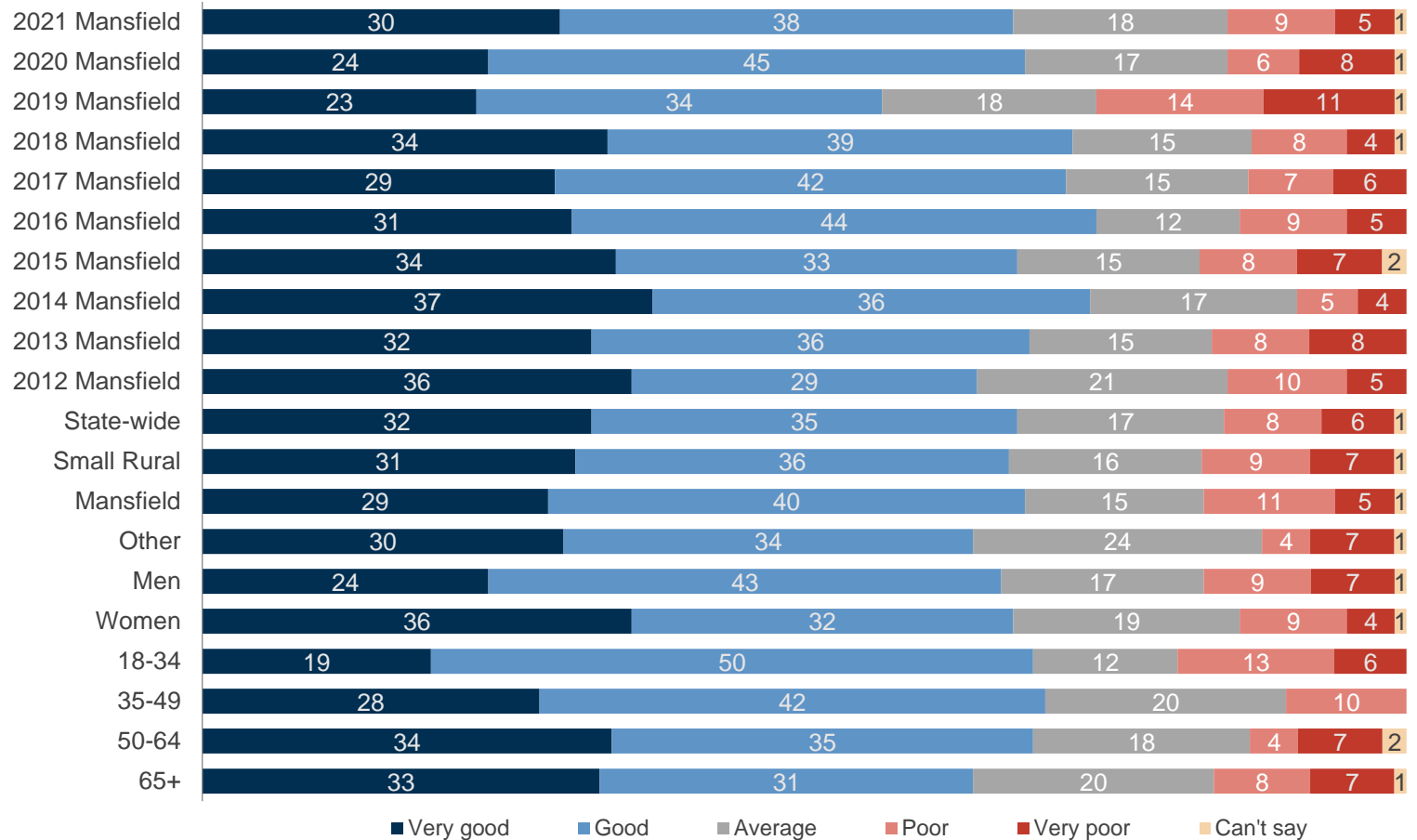*Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2021 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	6	28	35	9	2	19
2020 Mansfield	5	22	32	18	8	15
2019 Mansfield	5	23	30	16	7	19
2018 Mansfield	5	31	29	10	4	21
2017 Mansfield	7	30	26	10	3	25
2016 Mansfield	4	25	27	12	4	28
2015 Mansfield	6	30	31	10	3	20
2014 Mansfield	10	26	30	11	4	20
2013 Mansfield	9	29	31	10	4	18
2012 Mansfield	8	26	31	14	4	17
State-wide	6	25	32	12	5	19
Small Rural	7	27	30	13	5	18
Mansfield	6	30	36	8	1	19
Other	5	26	34	12	3	19
Men	7	27	35	12	2	16
Women	5	29	36	6	1	22
18-34	4	39	39	4		13
35-49	4	26	44	6		20
50-64	6	23	35	12	4	20
65+	8	27	29	12	2	21

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13

JWS RESEARCH   49
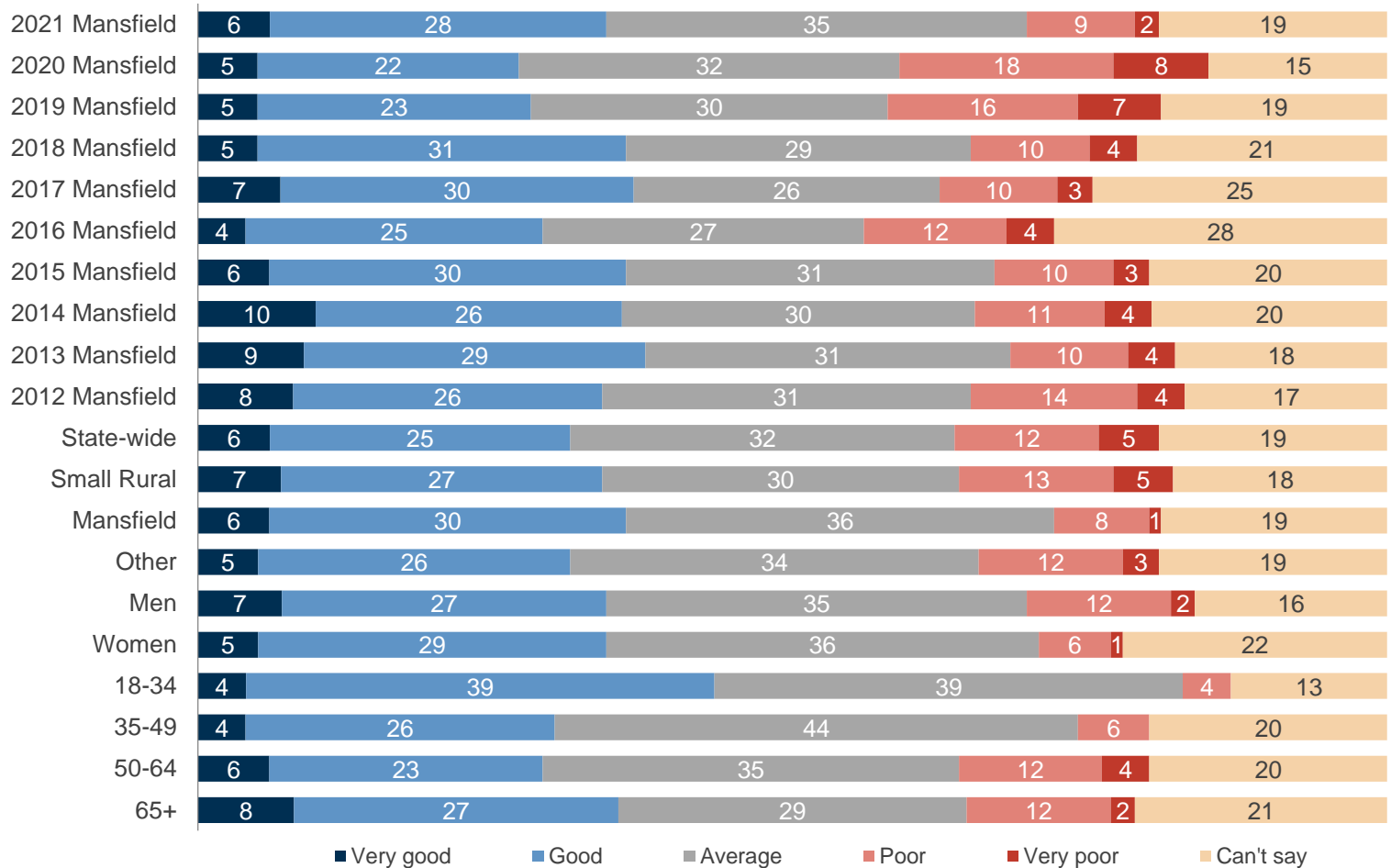
Decisions made in the interest of the community importance

2021 community decisions made importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	87	n/a	n/a	n/a	n/a	n/a	83	80	n/a	n/a
Women	84	n/a	n/a	n/a	n/a	n/a	82	83	n/a	n/a
Mansfield	84	n/a	n/a	n/a	n/a	n/a	80	82	n/a	n/a
50-64	83	n/a	n/a	n/a	n/a	n/a	83	81	n/a	n/a
Mansfield	83	n/a	n/a	n/a	n/a	n/a	82	81	n/a	n/a
Men	82	n/a	n/a	n/a	n/a	n/a	82	79	n/a	n/a
Other	82	n/a	n/a	n/a	n/a	n/a	84	82	n/a	n/a
65+	82	n/a	n/a	n/a	n/a	n/a	79	81	n/a	n/a
35-49	81	n/a	n/a	n/a	n/a	n/a	84	83	n/a	n/a
State-wide	81 ▼	80	80	80	79	80	80	79	n/a	n/a
Small Rural	80 ▼	82	81	77	78	n/a	82	n/a	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
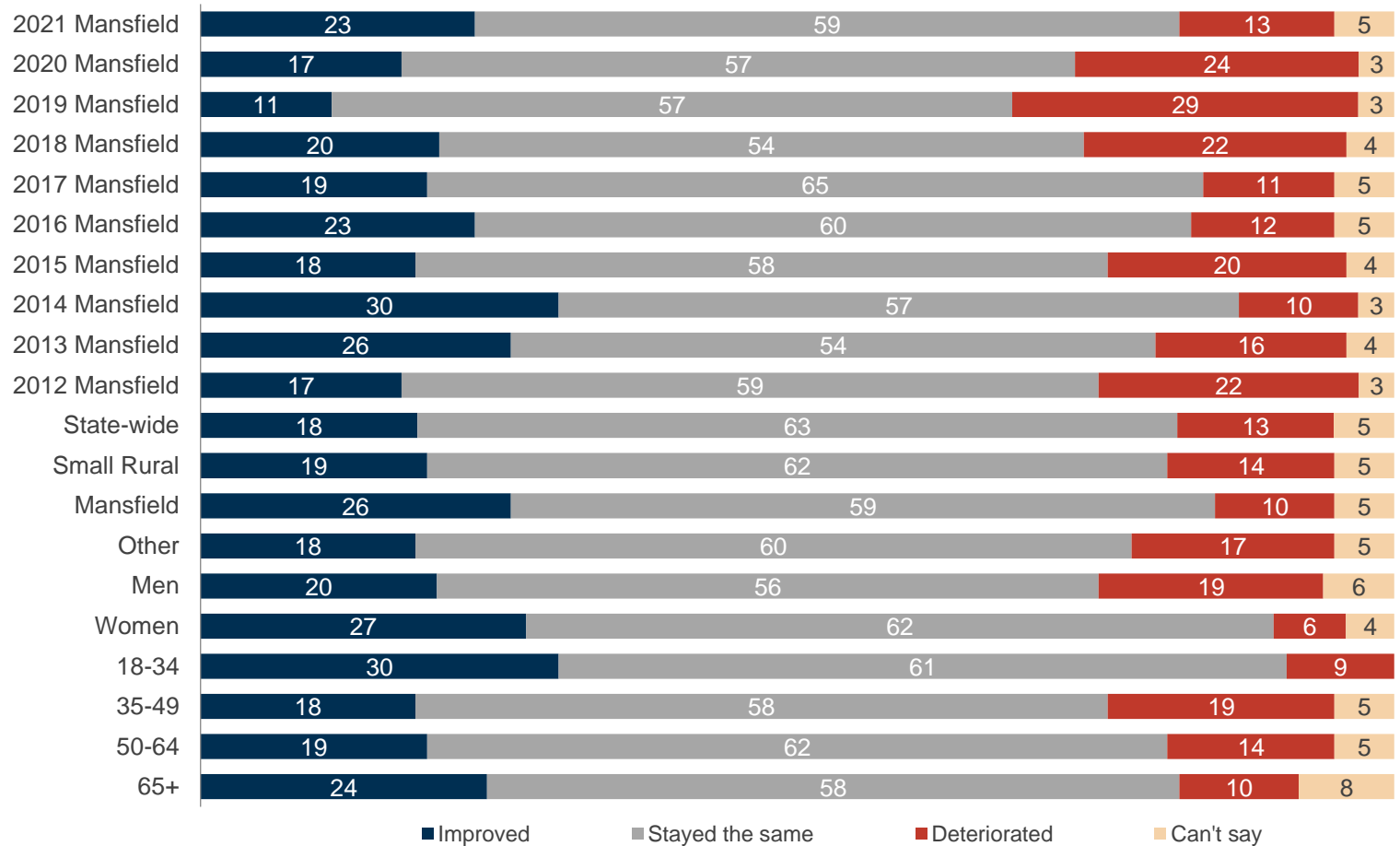*Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4*
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community importance

2021 community decisions made importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	45	41	12	1	1	
2015 Mansfield	44	40	12	1	1	1
2014 Mansfield	39	46	13	1		1
State-wide	42	40	14	2	1	2
Small Rural	39	44	14	1		1
Mansfield	46	40	11	1		2
Other	42	43	13			1
Men	45	38	16			1
Women	44	45	8	1		2
18-34	56	35	9			
35-49	44	37	19			
50-64	45	43	10	1		1
65+	39	45	11	1		3

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

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4

JWS RESEARCH   51

Decisions made in the interest of the community performance

2021 community decisions made performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	59	49	50	53	63	55	54	59	n/a	n/a
Mansfield	58	49	47	55	62	57	53	61	n/a	n/a
18-34	58	51	53	61	67	59	53	63	n/a	n/a
Small Rural	56	53	55	52	55	53	56	n/a	n/a	n/a
State-wide	56	53	55	54	54	54	55	57	n/a	n/a
65+	56	49	48	55	62	57	56	62	n/a	n/a
Mansfield	56	48	47	54	60	56	53	59	n/a	n/a
35-49	56	49	44	51	55	59	53	59	n/a	n/a
Men	53	47	45	55	56	57	51	60	n/a	n/a
50-64	53	42	45	52	55	49	47	53	n/a	n/a
Other	52	45	48	54	53	53	53	57	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: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance

2021 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	8	30	36	16	4	5
2020 Mansfield	3	27	38	15	13	4
2019 Mansfield	5	23	35	17	13	8
2018 Mansfield	4	33	36	16	5	7
2017 Mansfield	10	37	28	10	6	9
2016 Mansfield	8	30	30	16	5	11
2015 Mansfield	6	27	36	15	7	9
2014 Mansfield	10	35	32	13	4	5
State-wide	8	32	32	13	6	9
Small Rural	8	34	31	14	6	7
Mansfield	9	34	34	14	4	5
Other	5	23	41	20	4	7
Men	8	27	34	21	6	5
Women	7	33	39	12	2	6
18-34	9	35	39	13	4	
35-49	6	30	44	18	2	
50-64	6	28	35	17	7	7
65+	9	29	31	17	4	10

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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area importance
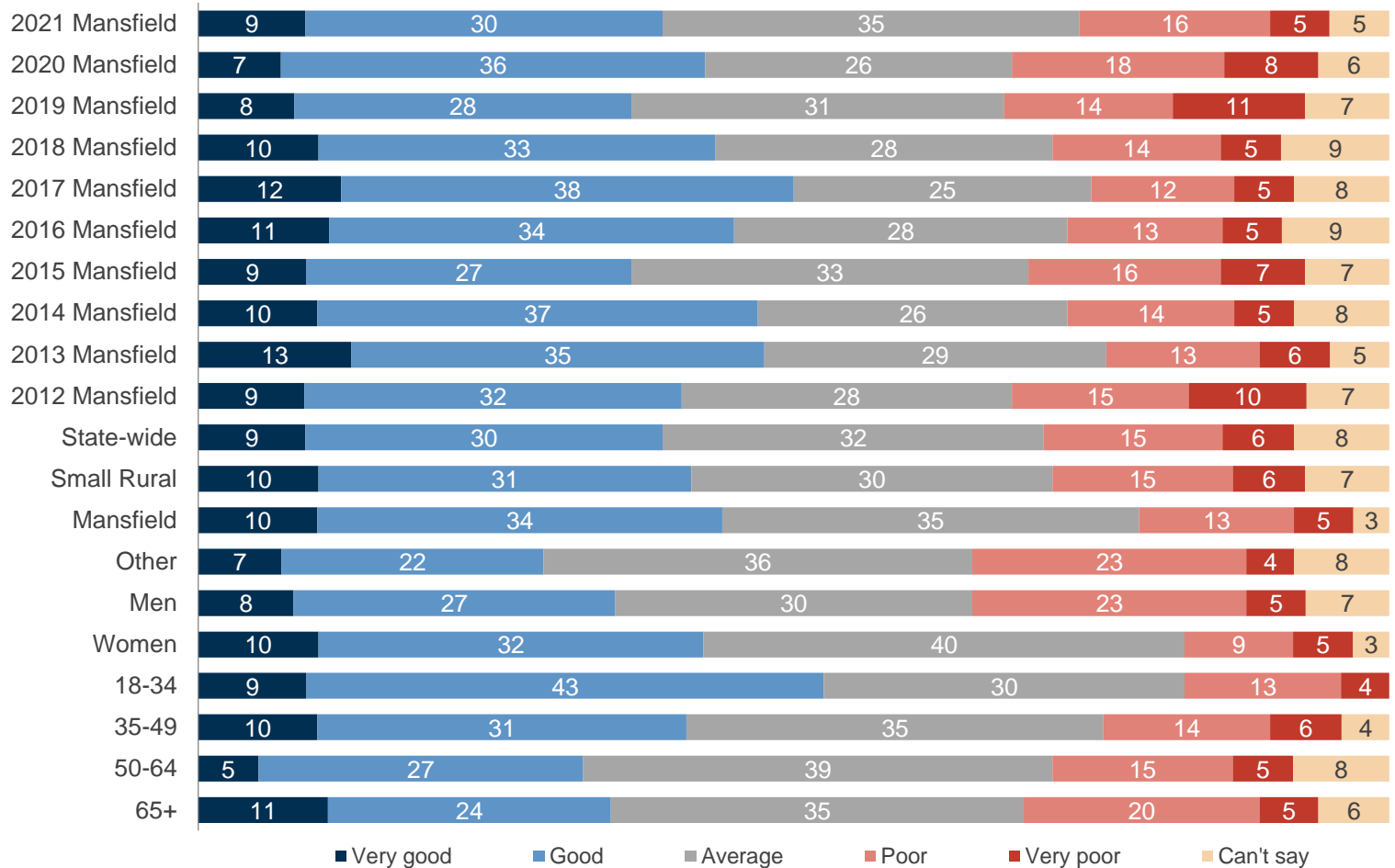
2021 sealed local roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	81	n/a	n/a	n/a	n/a	n/a	79	78	n/a	n/a
Small Rural	81 ▲	83	82	84	81	n/a	78	n/a	n/a	n/a
State-wide	79 ▲	79	79	80	78	78	76	77	n/a	n/a
Women	78	n/a	n/a	n/a	n/a	n/a	78	81	n/a	n/a
65+	78	n/a	n/a	n/a	n/a	n/a	76	79	n/a	n/a
Other	78	n/a	n/a	n/a	n/a	n/a	79	78	n/a	n/a
50-64	77	n/a	n/a	n/a	n/a	n/a	78	79	n/a	n/a
Mansfield	77	n/a	n/a	n/a	n/a	n/a	78	78	n/a	n/a
Mansfield	77	n/a	n/a	n/a	n/a	n/a	78	78	n/a	n/a
Men	76	n/a	n/a	n/a	n/a	n/a	77	75	n/a	n/a
18-34	71 ▼	n/a	n/a	n/a	n/a	n/a	80	74	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: 24 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance

2021 sealed local roads importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	30	48	19	1		1
2015 Mansfield	34	45	18	2		1
2014 Mansfield	35	45	17	2	1	
State-wide	38	43	16	2		1
Small Rural	40	43	15	1		1
Mansfield	28	52	20			
Other	35	42	19	2		2
Men	26	51	21	1		1
Women	34	46	18	1	1	
18-34	17	48	35			
35-49	39	47	14			
50-64	34	42	21	1	1	2
65+	30	53	14	1		1

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

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 4

The condition of sealed local roads in your area performance

2021 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	61	54	48	48	66	57	61	59	n/a	n/a
35-49	58	49	48	41	53	58	64	63	n/a	n/a
Mansfield	58	52	49	45	61	59	62	60	n/a	n/a
Women	58	51	48	46	58	55	62	59	n/a	n/a
50-64	57	42	47	46	58	50	55	56	n/a	n/a
Mansfield	57	49	50	45	59	57	60	58	n/a	n/a
State-wide	57	54	56	53	53	54	55	55	n/a	n/a
Men	56	48	51	45	59	60	59	58	n/a	n/a
Other	55	45	50	46	52	54	58	57	n/a	n/a
65+	54	51	53	46	59	61	61	56	n/a	n/a
Small Rural	53 ▼	51	53	49	50	52	52	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

2021 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	11	34	32	14	8	1
2020 Mansfield	5	31	31	18	13	2
2019 Mansfield	6	31	30	17	14	1
2018 Mansfield	5	24	33	23	15	1
2017 Mansfield	11	39	27	14	7	2
2016 Mansfield	8	42	27	14	7	3
2015 Mansfield	14	40	27	11	8	1
2014 Mansfield	11	37	30	14	6	2
State-wide	13	34	28	15	9	1
Small Rural	9	31	31	16	10	2
Mansfield	12	35	31	13	8	1
Other	9	32	33	14	9	3
Men	10	34	32	14	8	2
Women	12	34	32	13	8	1
18-34	9	48	26	13	4	
35-49	19	32	21	16	11	
50-64	10	35	35	10	9	2
65+	9	28	38	15	8	3

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: 66 Councils asked group: 19

Informing the community importance

2021 informing community importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	77	75	75	75	74	76	75	75	75	75
Small Rural	77	77	76	75	76	78	76	n/a	n/a	n/a
18-34	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
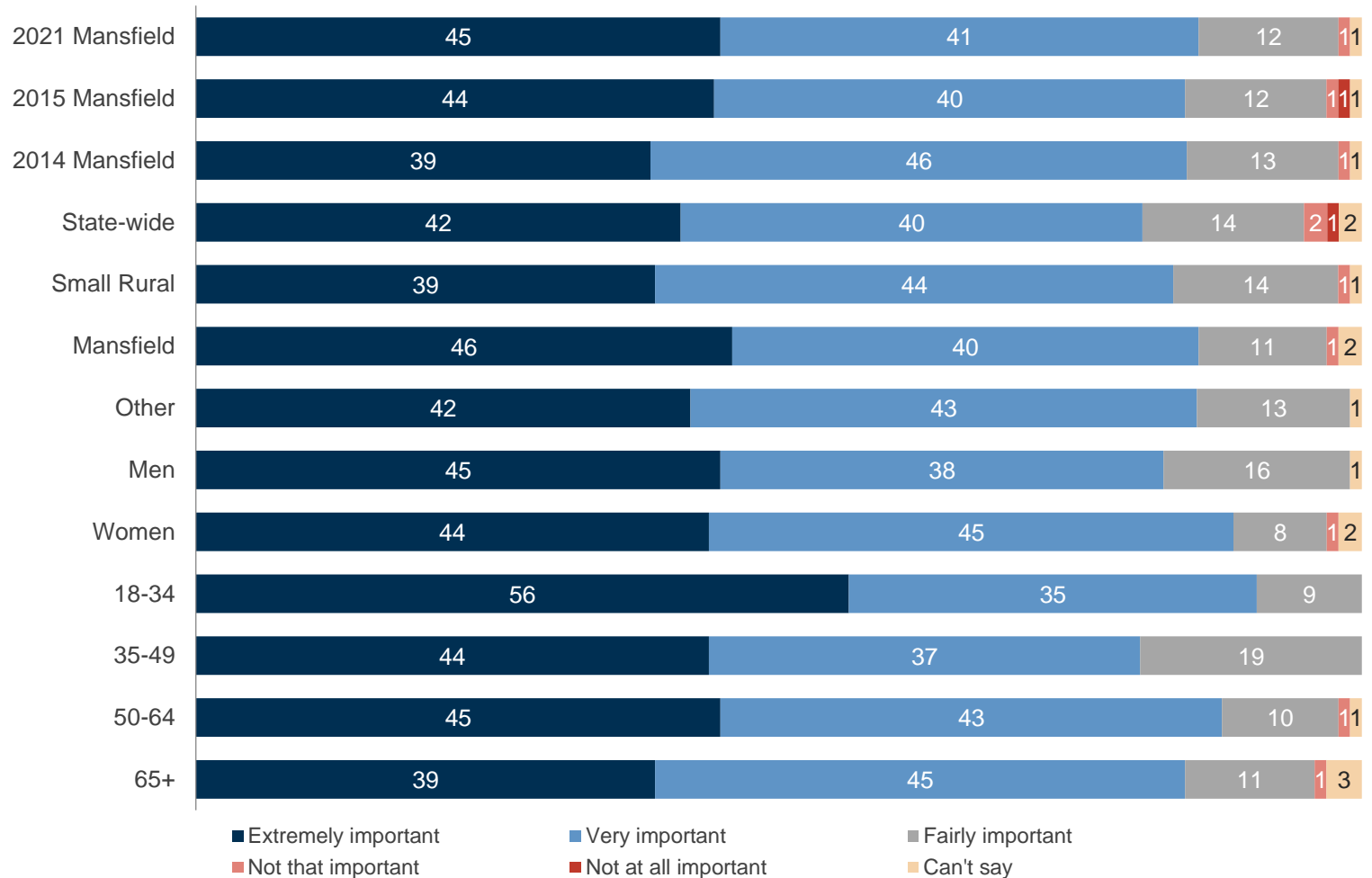*Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

Informing the community importance

2021 informing community importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	36	41	19	1	1	1
State-wide	35	41	19	3		1
Small Rural	34	42	20	3		1
Mansfield	37	39	20	1	2	1
Other	35	45	18	1	1	1
Men	35	41	21	2		
Women	37	41	18	1	2	1
18-34	35	35	26		4	
35-49	35	40	22	2		2
50-64	39	44	13	3	1	
65+	36	43	18	1	1	1

- Extremely important
- Very important
- Fairly important
- Not that important
- Not at all important
- Can't say
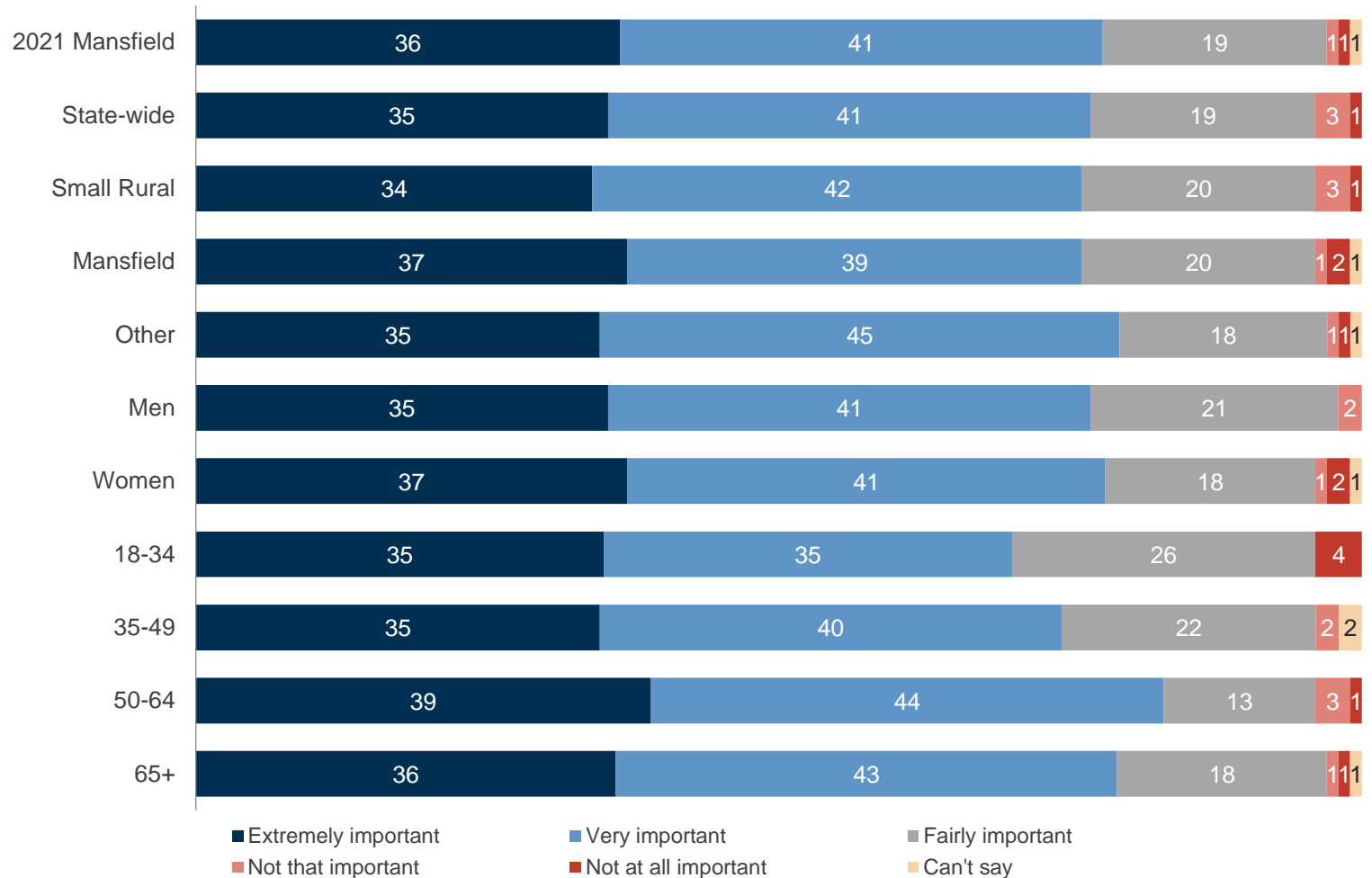
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

Informing the community performance

2021 informing community performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	61 ▲	58	58	56	58	58	60	n/a	n/a	n/a
State-wide	60	59	60	59	59	59	61	62	61	60
18-34	60	60	50	68	63	69	n/a	n/a	n/a	n/a
35-49	60	57	60	62	61	66	n/a	n/a	n/a	n/a
Women	59	57	56	62	64	60	n/a	n/a	n/a	n/a
Mansfield	59	55	56	63	63	63	n/a	n/a	n/a	n/a
Mansfield	58	55	55	62	63	63	n/a	n/a	n/a	n/a
65+	56	56	56	61	66	64	n/a	n/a	n/a	n/a
Men	56	54	53	62	62	65	n/a	n/a	n/a	n/a
Other	55	55	53	63	62	64	n/a	n/a	n/a	n/a
50-64	55	47	51	59	61	54	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months?
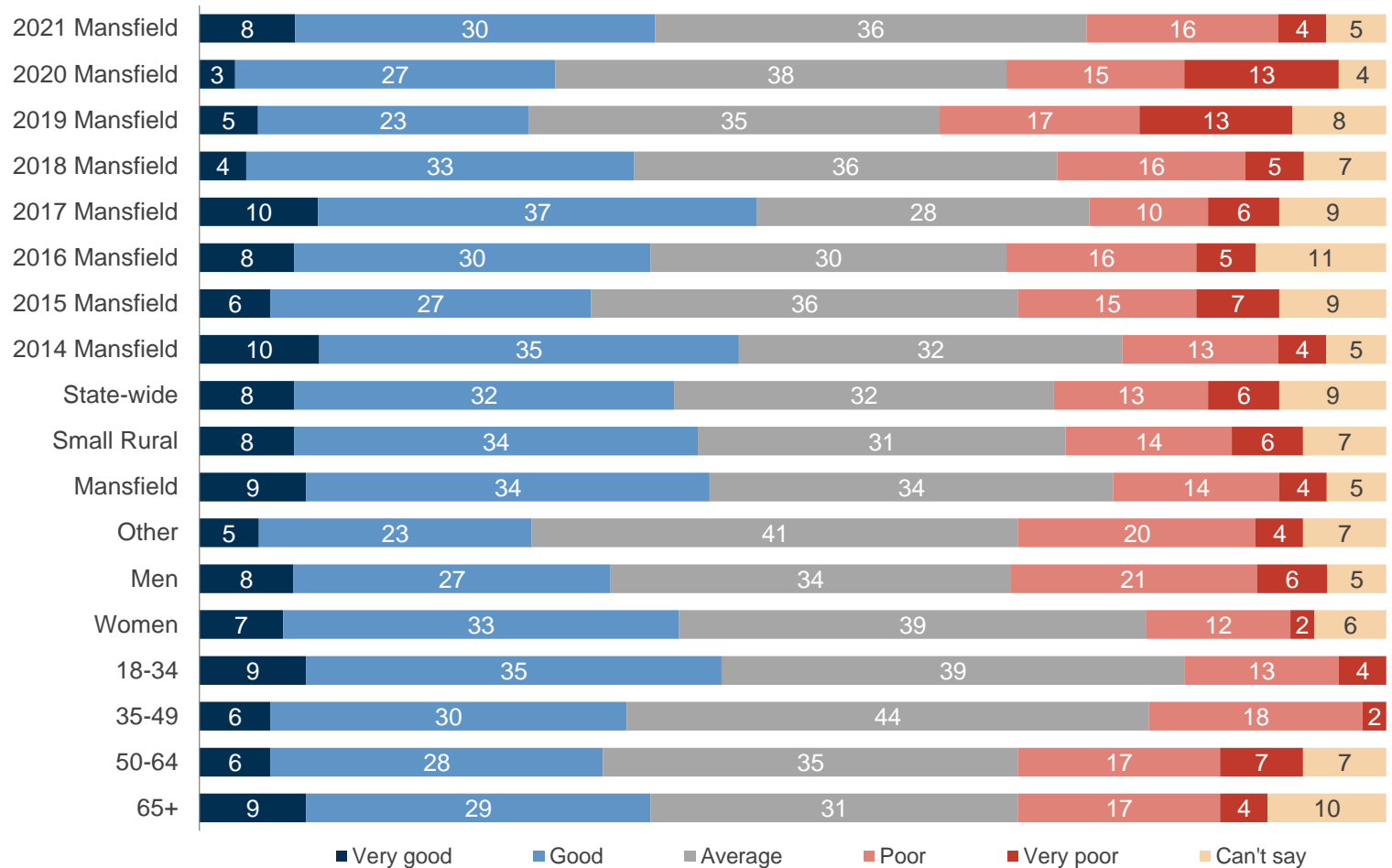*Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9*
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2021 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	10	32	37	12	6	4
2020 Mansfield	8	34	33	15	7	2
2019 Mansfield	9	34	31	16	9	2
2018 Mansfield	12	43	26	13	4	3
2017 Mansfield	16	37	30	11	4	2
2016 Mansfield	12	44	25	10	4	5
State-wide	13	36	31	12	5	3
Small Rural	13	38	30	13	5	3
Mansfield	12	33	36	10	6	3
Other	7	29	39	14	5	6
Men	10	33	34	15	7	2
Women	11	30	41	9	4	5
18-34	9	30	52		4	4
35-49	11	36	33	10	6	5
50-64	9	28	37	17	5	5
65+	11	32	33	16	7	2

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
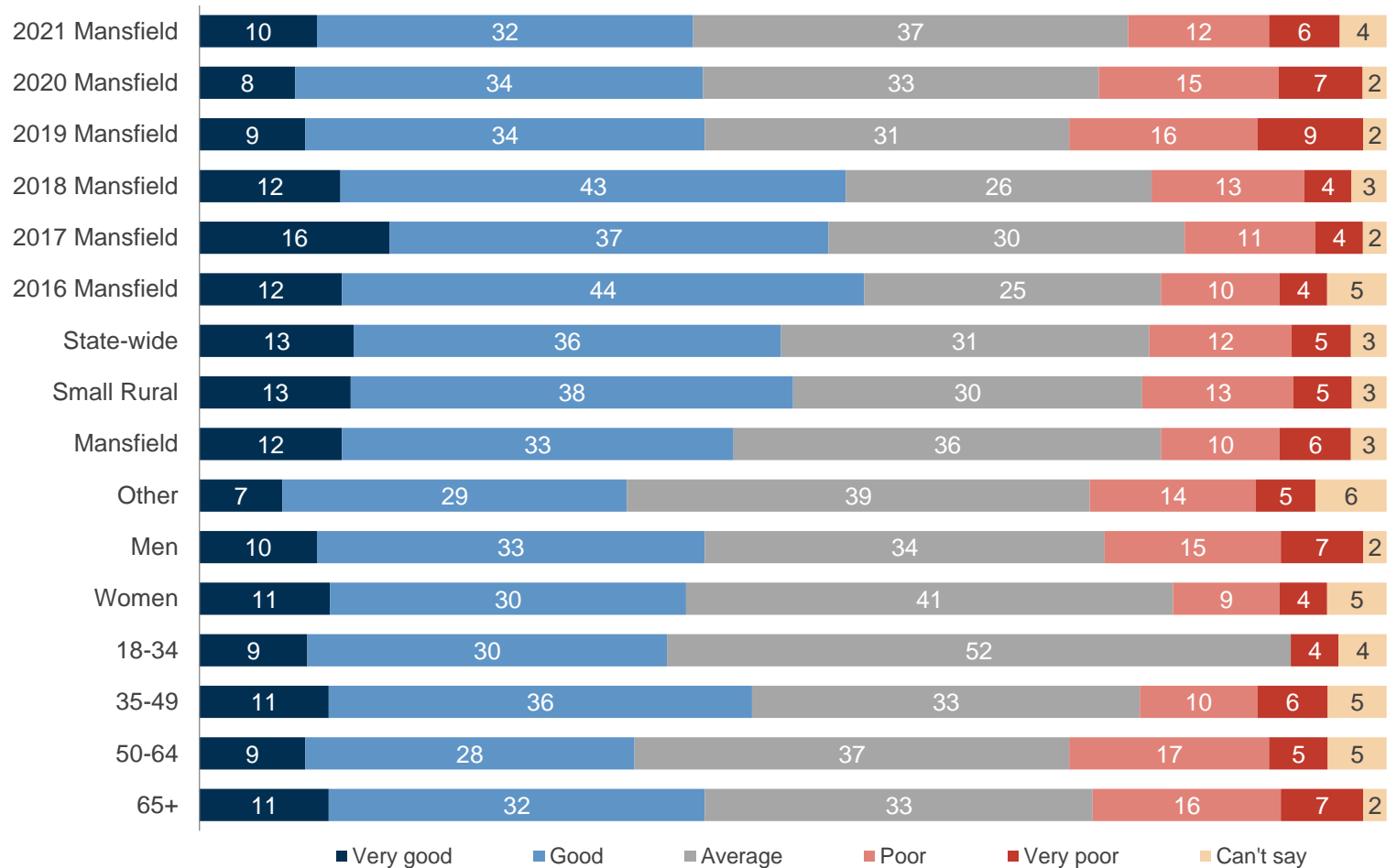
Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

The condition of local streets and footpaths in your area importance

2021 streets and footpaths importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	79 ▲	78	77	78	77	77	77	77	78	77
65+	78	n/a	n/a	n/a	n/a	n/a	75	76	77	74
50-64	77	n/a	n/a	n/a	n/a	n/a	78	74	78	73
Women	77	n/a	n/a	n/a	n/a	n/a	77	76	80	76
Small Rural	77	77	77	76	76	75	76	n/a	n/a	n/a
Mansfield	76	n/a	n/a	n/a	n/a	n/a	75	77	77	78
Mansfield	75	n/a	n/a	n/a	n/a	n/a	75	75	77	74
Men	72	n/a	n/a	n/a	n/a	n/a	73	74	75	73
35-49	72	n/a	n/a	n/a	n/a	n/a	76	76	78	76
Other	72	n/a	n/a	n/a	n/a	n/a	76	71	75	70
18-34	67 ▼	n/a	n/a	n/a	n/a	n/a	70	73	76	74

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
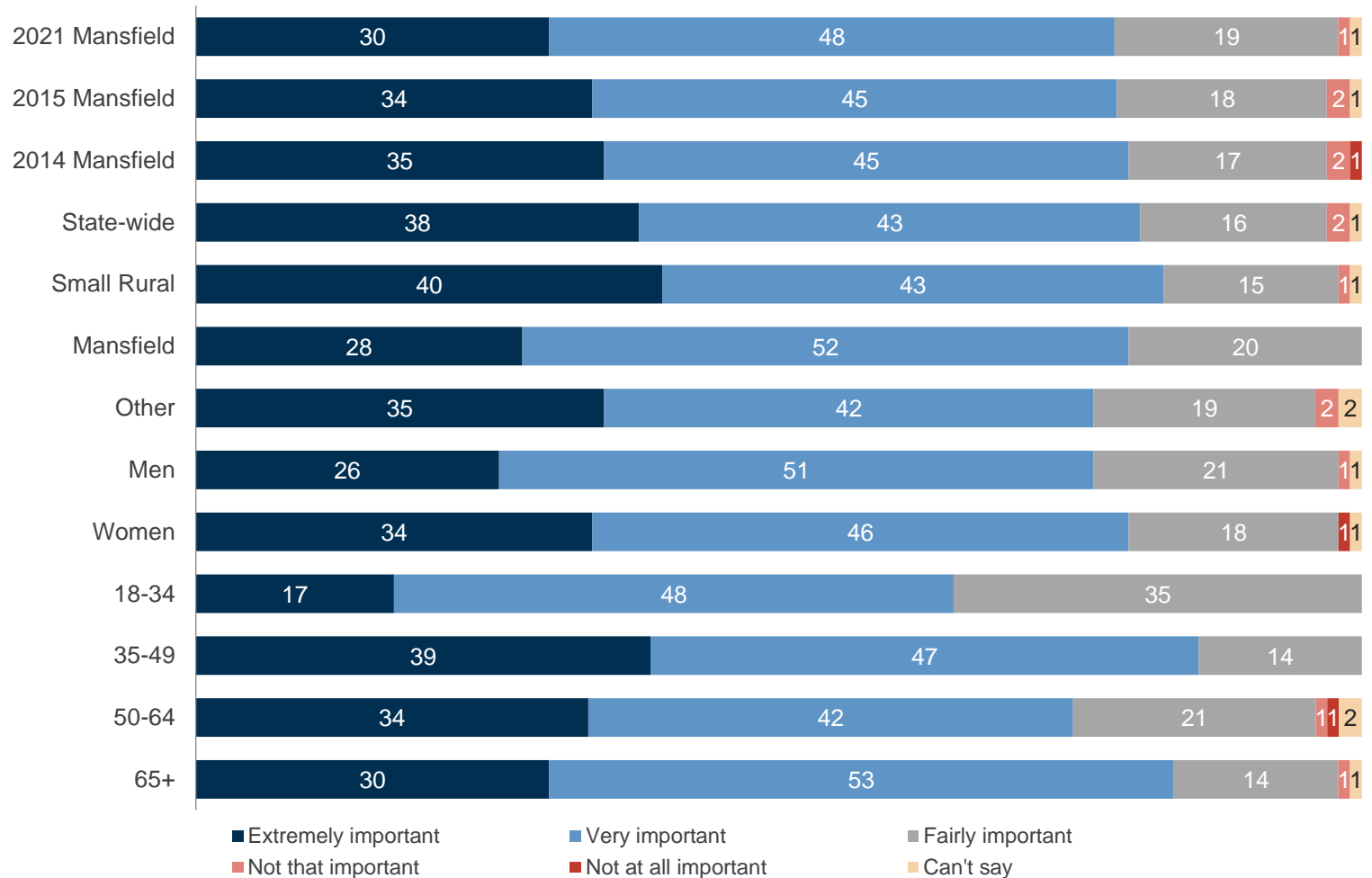*Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance

2021 streets and footpaths importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	28	45	21	3	1	2
2015 Mansfield	31	41	22	3	1	3
2014 Mansfield	30	41	24	3		2
2013 Mansfield	33	46	15	3	1	2
2012 Mansfield	27	47	22	1	2	2
State-wide	38	42	17	2	1	1
Small Rural	34	42	19	2	1	2
Mansfield	31	47	19	2	1	1
Other	24	42	25	5	1	4
Men	24	45	23	5	1	2
Women	33	45	19	1	1	2
18-34	9	56	30	4		
35-49	29	36	31	2		2
50-64	34	43	19	3		2
65+	35	45	13	3	1	3

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

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

The condition of local streets and footpaths in your area performance

2021 streets and footpaths performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63▲	55	53	64	64	58	72	64	61	55
35-49	62	64	58	51	52	63	66	69	63	60
Mansfield	61	56	53	55	60	63	65	67	64	59
Men	60	57	55	52	58	62	61	63	60	56
State-wide	59	58	59	58	57	57	58	58	58	57
50-64	59	48	51	50	56	53	55	59	53	56
Mansfield	58	54	53	52	58	59	63	63	59	57
Small Rural	58	57	57	57	57	58	59	n/a	n/a	n/a
Women	57	52	51	52	57	57	65	63	59	57
65+	54	52	50	47	59	61	61	60	60	55
Other	53	51	51	47	53	54	63	54	55	52

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
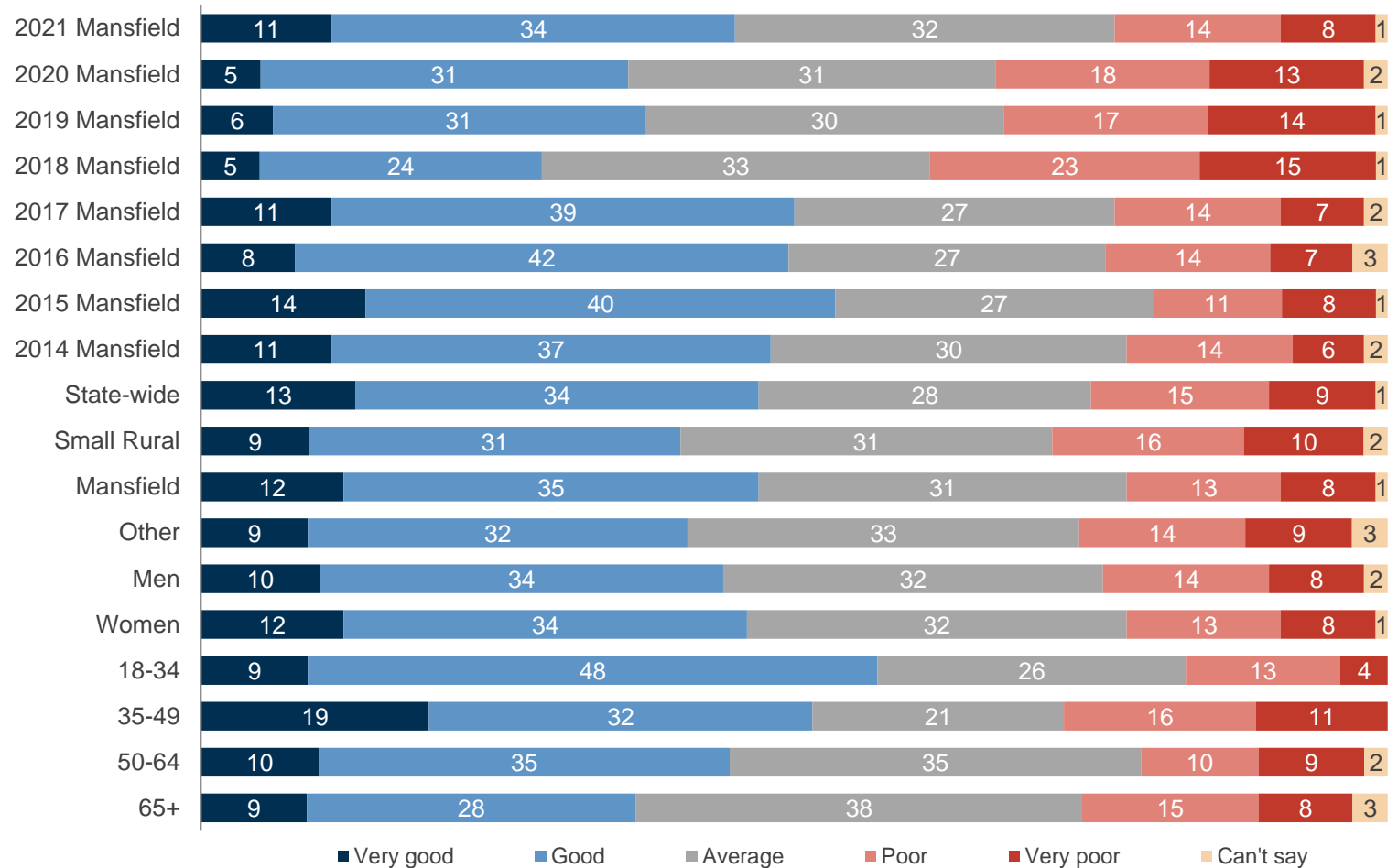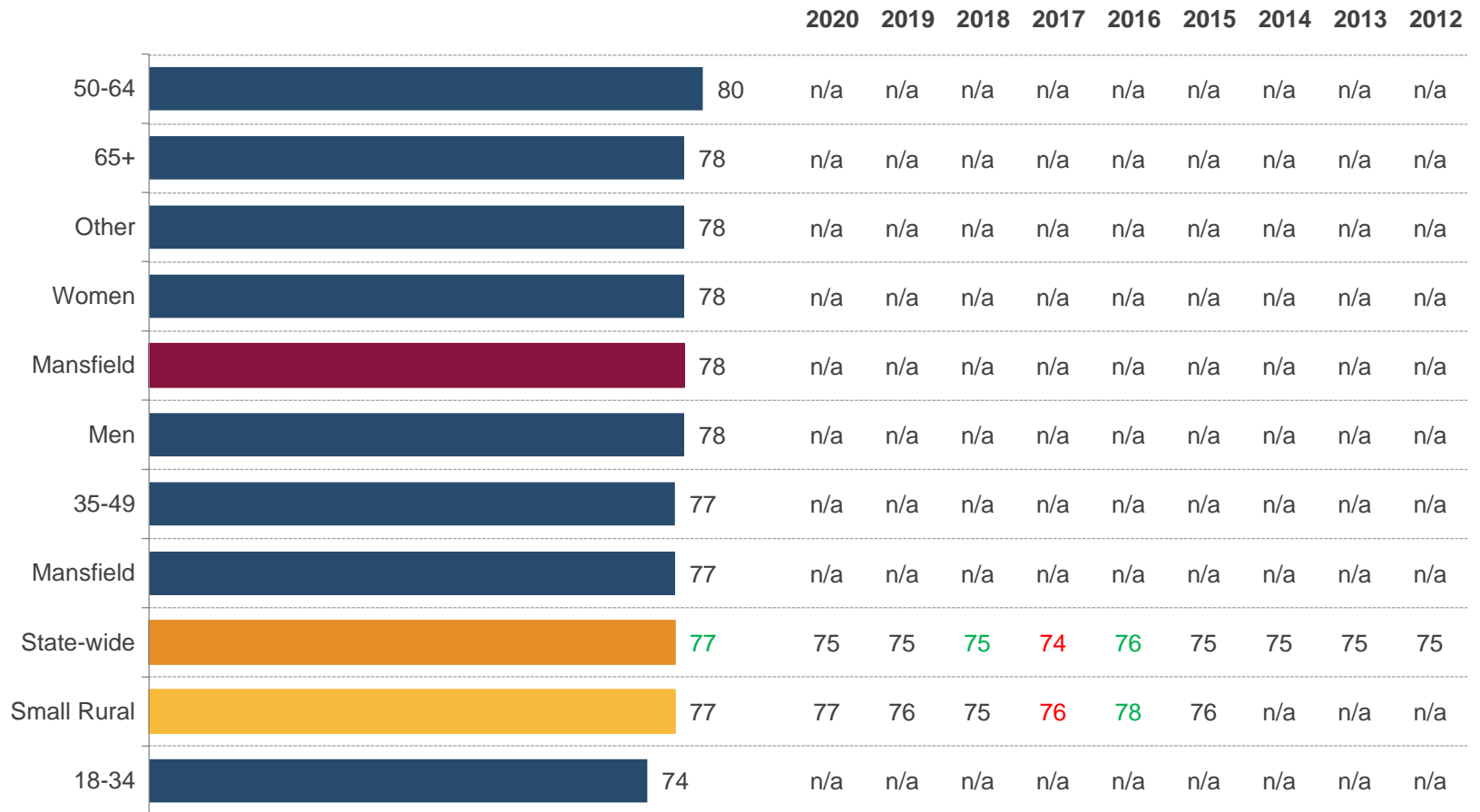*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2021 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	10	37	33	12	6	2
2020 Mansfield	9	34	28	18	8	4
2019 Mansfield	8	30	32	15	11	4
2018 Mansfield	7	32	30	17	11	4
2017 Mansfield	13	34	27	15	7	4
2016 Mansfield	11	39	26	12	7	6
2015 Mansfield	17	38	24	13	5	3
2014 Mansfield	14	41	25	9	6	5
2013 Mansfield	13	37	27	14	7	2
2012 Mansfield	15	32	27	12	12	3
State-wide	15	35	28	14	7	2
Small Rural	11	34	30	14	7	4
Mansfield	11	40	33	11	4	1
Other	7	34	31	15	10	3
Men	11	39	34	10	6	1
Women	9	36	31	14	6	3
18-34	4	48	43			4
35-49	15	42	25	10	7	
50-64	11	39	31	13	6	1
65+	9	29	32	17	8	5

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

Traffic management importance

2021 traffic management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	73 ▲	73	73	74	72	72	71	70	72	73
18-34	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	64	n/a	61	63	62	63	57	n/a	n/a	n/a
Men	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 1
Note: Please see Appendix A for explanation of significant differences.

Traffic management importance

2021 traffic management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	15	37	38	7	1	2
State-wide	29	40	25	4	1	1
Small Rural	15	37	38	7	1	2
Mansfield	16	41	35	5	1	3
Other	13	29	46	11	2	1
Men	16	31	42	7	2	2
Women	13	42	34	7	1	2
18-34	17	30	48			4
35-49	8	36	44	10		2
50-64	17	30	42	8	3	1
65+	16	44	28	8	2	1

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

Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 1

Parking facilities importance

2021 parking importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	78	n/a	n/a	n/a	n/a	n/a	61	75	71	67
Mansfield	75	n/a	n/a	n/a	n/a	n/a	72	73	74	71
Women	74	n/a	n/a	n/a	n/a	n/a	76	75	74	73
Mansfield	73	n/a	n/a	n/a	n/a	n/a	71	72	71	70
Small Rural	73	69	66	64	64	65	67	n/a	n/a	n/a
65+	73	n/a	n/a	n/a	n/a	n/a	72	75	75	74
Men	72	n/a	n/a	n/a	n/a	n/a	66	69	69	68
50-64	72	n/a	n/a	n/a	n/a	n/a	76	68	71	71
State-wide	72	71	71	71	70	70	70	70	71	71
35-49	71	n/a	n/a	n/a	n/a	n/a	72	68	66	67
Other	69	n/a	n/a	n/a	n/a	n/a	70	69	68	67

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
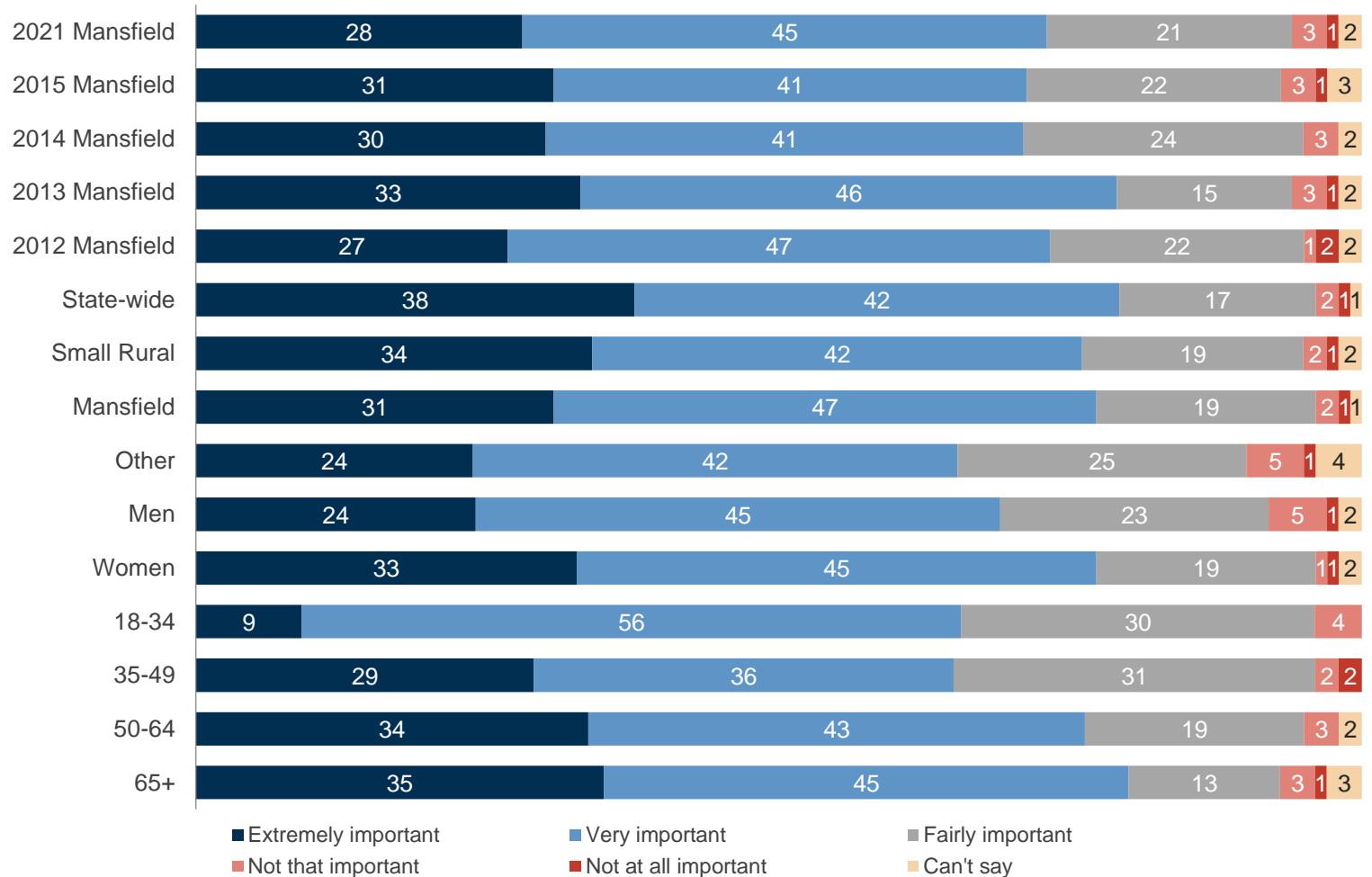*Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities importance

2021 parking importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	32	37	25	4	2	1
2015 Mansfield	27	39	24	7	3	1
2014 Mansfield	27	38	29	5		1
2013 Mansfield	27	41	25	7		1
2012 Mansfield	23	43	26	6	2	1
State-wide	27	39	26	6	1	1
Small Rural	32	37	25	4	2	1
Mansfield	35	37	24	2	2	1
Other	26	36	28	7	2	2
Men	28	40	24	5	2	1
Women	35	33	26	3	1	1
18-34	44	30	22	4		
35-49	29	37	25	7	2	
50-64	35	30	25	5	4	1
65+	25	43	27	2	1	2

Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1

Parking facilities performance

2021 parking performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	62 ▲	60	60	60	63	61	62	n/a	n/a	n/a
18-34	59	62	51	58	65	60	53	59	58	55
State-wide	58 ▲	55	56	56	55	56	57	57	57	56
Women	56	52	49	54	54	53	55	58	56	52
35-49	54	54	50	58	49	55	59	60	64	53
Mansfield	54	52	49	53	52	53	53	57	56	51
Mansfield	53	52	49	54	54	55	56	57	58	53
50-64	53	50	45	49	49	50	50	56	55	54
Other	53	54	49	56	55	58	61	57	63	55
Men	51	53	49	54	54	56	56	56	60	55
65+	50	48	50	52	54	55	59	55	56	51

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
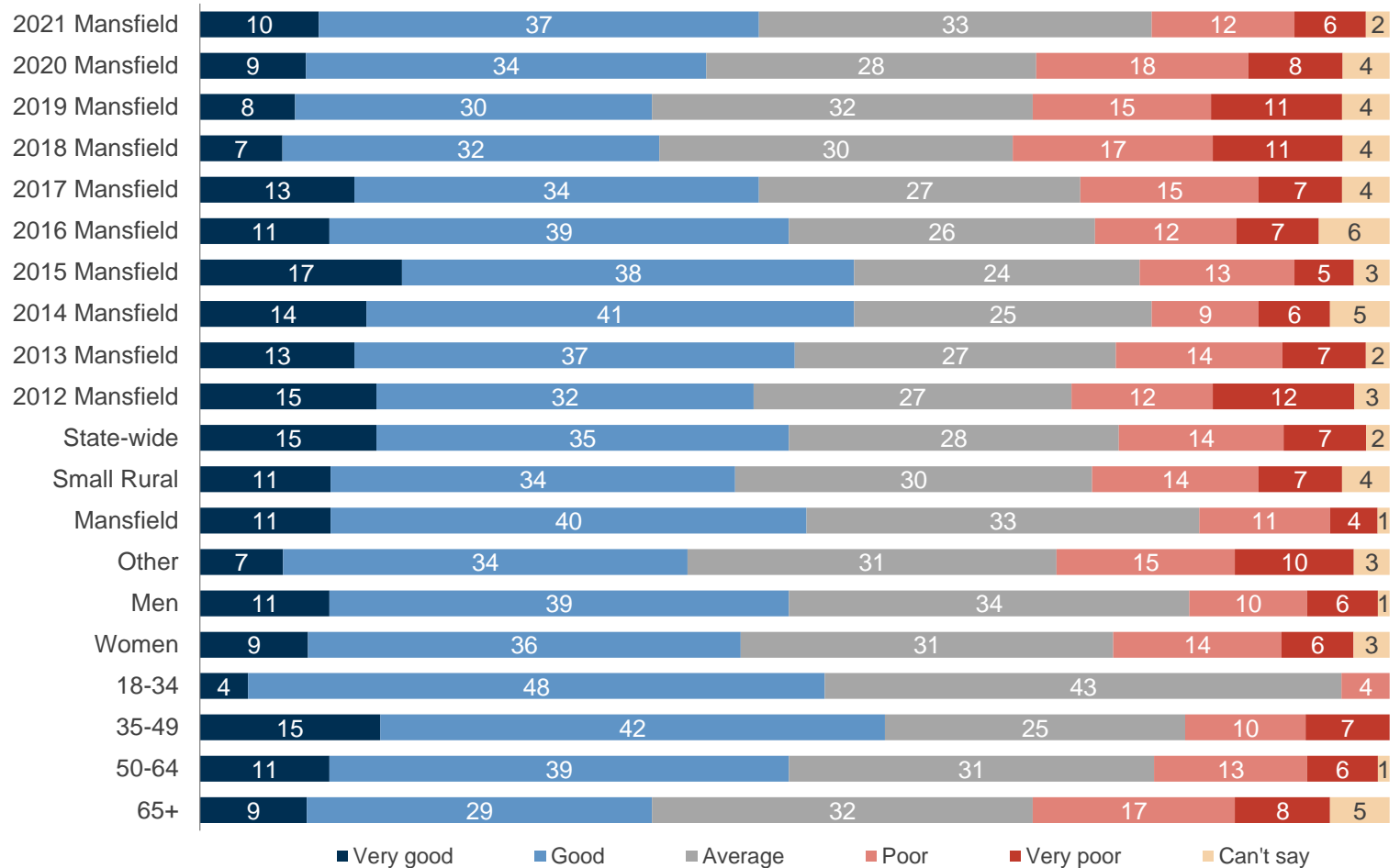*Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3*
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2021 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	9	29	35	17	8	3
2020 Mansfield	8	30	34	18	9	2
2019 Mansfield	6	28	32	19	13	1
2018 Mansfield	8	34	30	17	9	2
2017 Mansfield	9	34	28	16	11	1
2016 Mansfield	13	29	30	16	10	2
2015 Mansfield	10	34	31	16	7	1
2014 Mansfield	11	37	28	14	8	1
2013 Mansfield	11	37	32	11	8	1
2012 Mansfield	9	32	32	17	10	1
State-wide	10	35	32	14	6	3
Small Rural	14	38	31	12	4	2
Mansfield	9	30	33	16	9	2
Other	7	26	38	18	6	3
Men	6	30	34	19	9	2
Women	11	27	37	15	6	3
18-34	13	30	39	13	4	
35-49	9	32	36	14	10	
50-64	7	29	36	19	6	3
65+	8	26	32	20	10	5

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

Enforcement of local laws importance

2021 law enforcement importance (index scores)

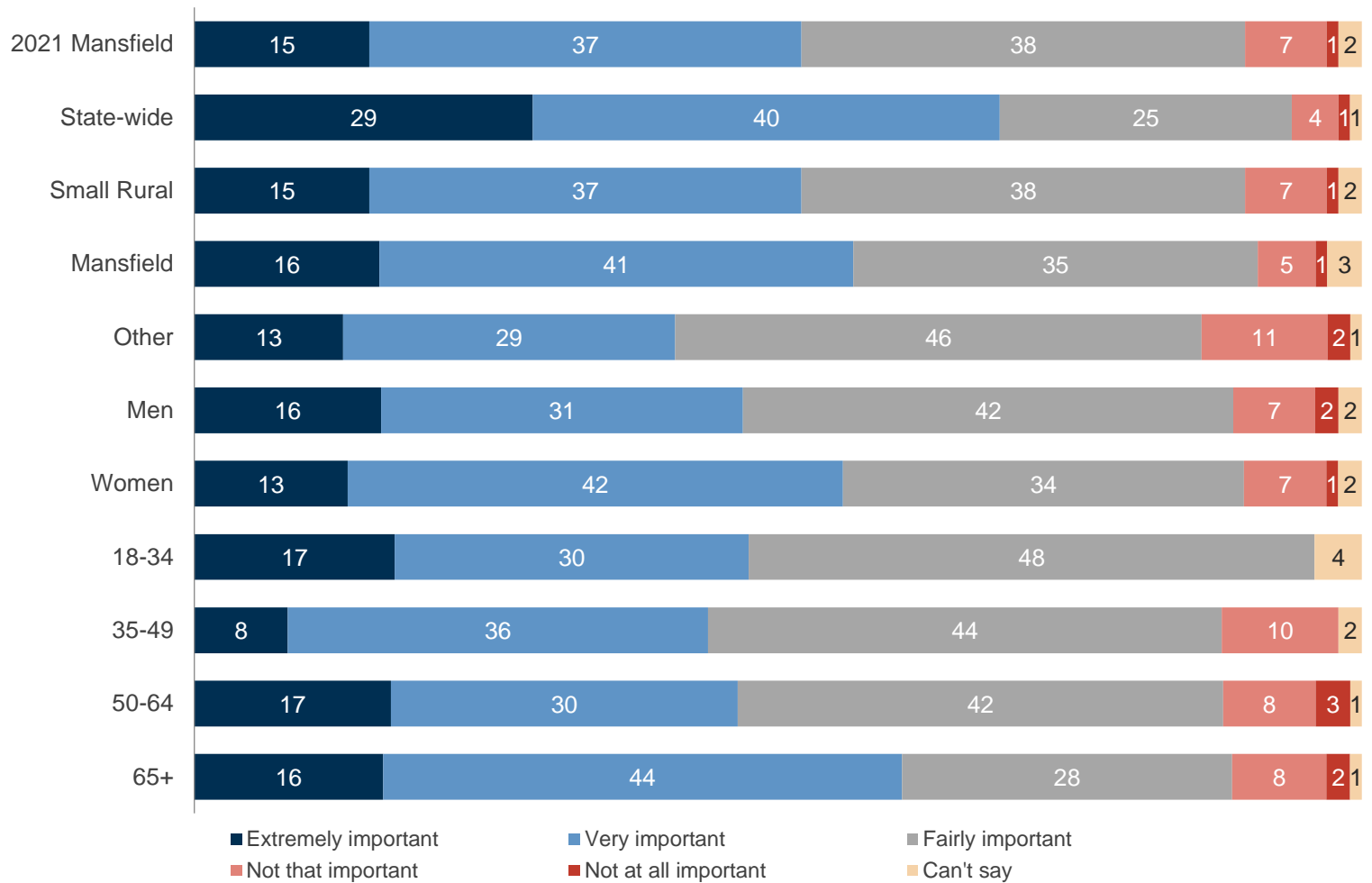|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	70	n/a	n/a	n/a	n/a	n/a	72	69	70	67
18-34	70	n/a	n/a	n/a	n/a	n/a	60	69	63	67
State-wide	70▲	70	71	71	71	70	71	70	71	70
Mansfield	68	n/a	n/a	n/a	n/a	n/a	68	67	66	62
Small Rural	67	66	68	66	67	69	68	n/a	n/a	n/a
65+	67	n/a	n/a	n/a	n/a	n/a	74	72	71	67
Mansfield	67	n/a	n/a	n/a	n/a	n/a	68	67	67	63
50-64	65	n/a	n/a	n/a	n/a	n/a	66	62	67	61
35-49	65	n/a	n/a	n/a	n/a	n/a	67	63	65	56
Other	64	n/a	n/a	n/a	n/a	n/a	67	64	65	63
Men	63▼	n/a	n/a	n/a	n/a	n/a	64	64	63	58

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Enforcement of local laws importance

2021 law enforcement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	18	39	35	6	2	1
2015 Mansfield	22	38	29	9		1
2014 Mansfield	24	30	35	8	2	1
2013 Mansfield	19	40	30	9	1	1
2012 Mansfield	16	37	31	12	3	1
State-wide	25	38	28	6	2	1
Small Rural	21	38	32	7	2	1
Mansfield	20	39	33	6	1	1
Other	14	38	41	5	3	1
Men	14	35	43	5	2	1
Women	23	42	28	6	1	1
18-34	17	44	39			
35-49	18	29	42	9		2
50-64	17	39	35	6	3	
65+	19	41	30	6	3	1

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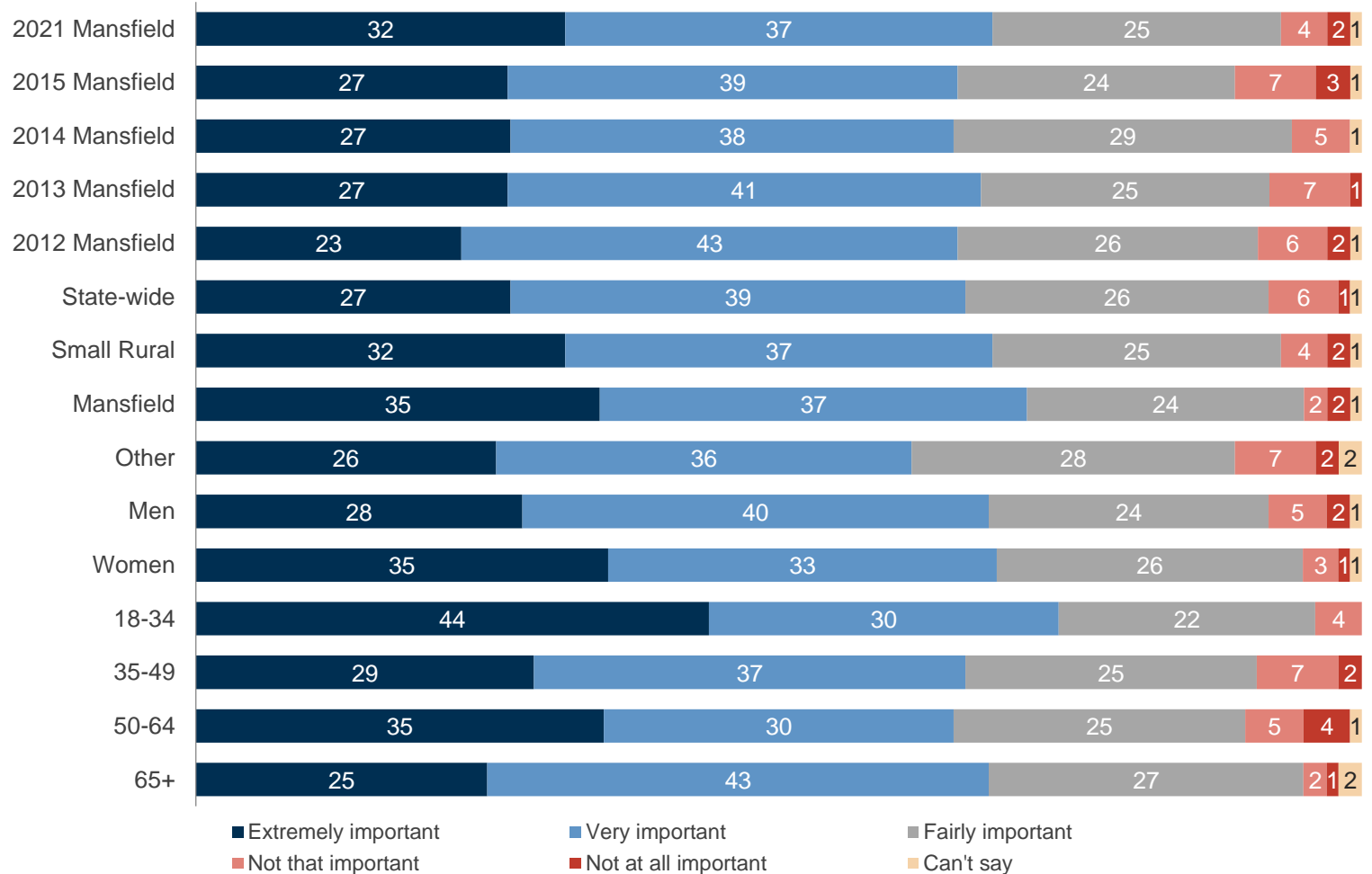■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7

Enforcement of local laws performance

2021 law enforcement performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	69	67	61	69	65	70	66	69	66	55
Women	68	65	65	65	68	67	68	70	71	69
18-34	67	68	63	68	73	67	65	73	71	73
Mansfield	66	65	61	65	69	66	65	69	67	65
Mansfield	65	62	60	64	67	66	65	67	67	65
State-wide	64	63	64	64	64	63	66	66	65	65
65+	63	59	61	61	68	63	65	66	69	66
Other	63	57	60	64	62	65	64	64	69	63
Small Rural	63	62	63	63	65	64	66	n/a	n/a	n/a
50-64	62	56	57	61	61	65	63	62	63	67
Men	62	59	56	64	65	64	62	64	64	62

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

2021 law enforcement performance (%)

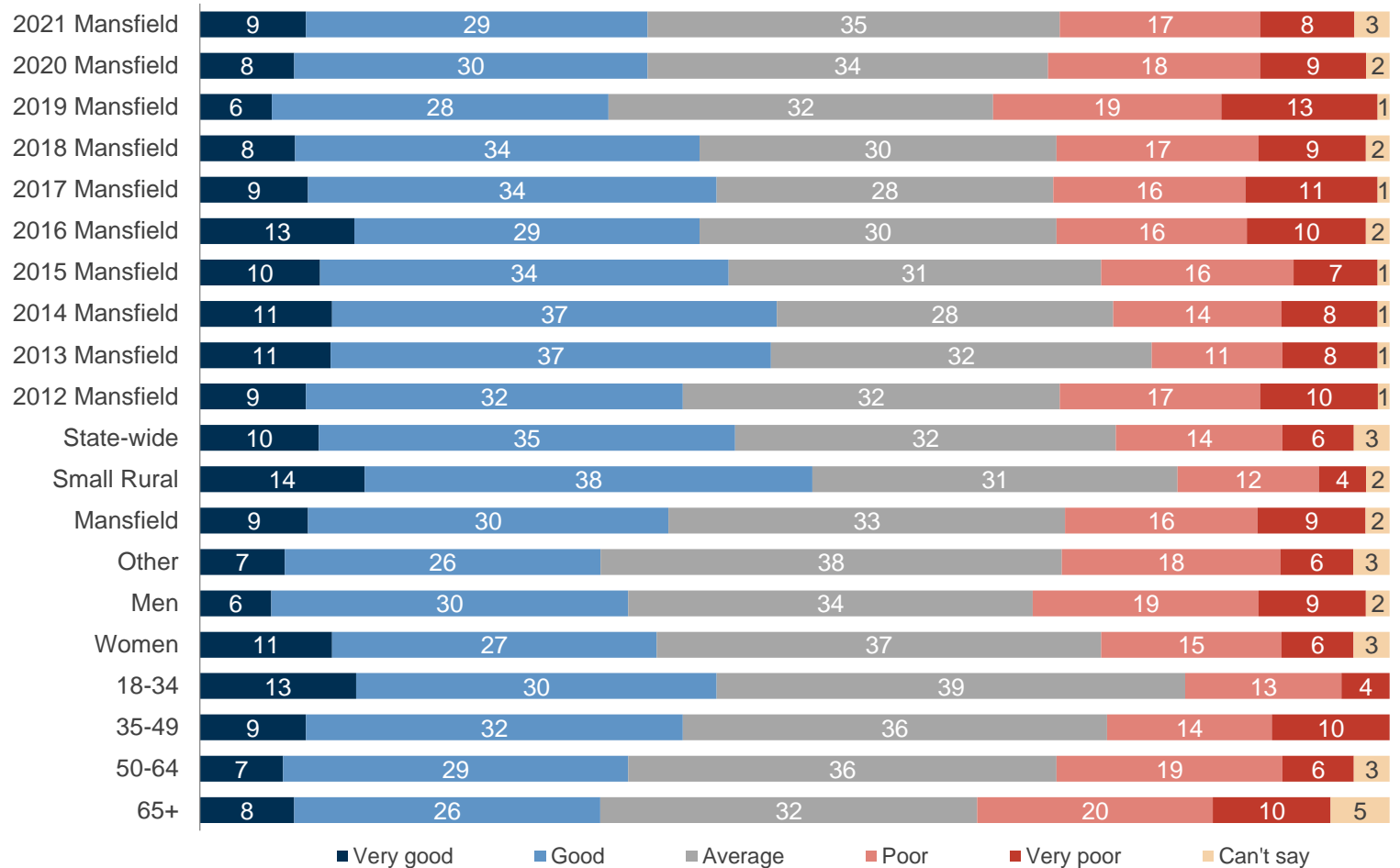|	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	12	39	25	8	2	13
2020 Mansfield	10	41	29	7	5	9
2019 Mansfield	9	36	28	8	5	13
2018 Mansfield	11	43	27	7	3	9
2017 Mansfield	14	42	22	8	2	11
2016 Mansfield	13	41	25	7	3	11
2015 Mansfield	14	40	26	6	4	11
2014 Mansfield	17	42	22	6	4	9
2013 Mansfield	19	38	22	10	2	9
2012 Mansfield	19	38	20	8	6	8
State-wide	12	39	26	7	3	12
Small Rural	11	39	26	8	4	13
Mansfield	13	42	24	8	1	12
Other	12	36	26	10	2	14
Men	13	30	25	12	3	17
Women	12	49	25	5		10
18-34	9	52	22	9		9
35-49	17	45	17	8	2	10
50-64	13	29	31	8	3	17
65+	11	36	28	9	1	15

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 importance

2021 family support importance (index scores)

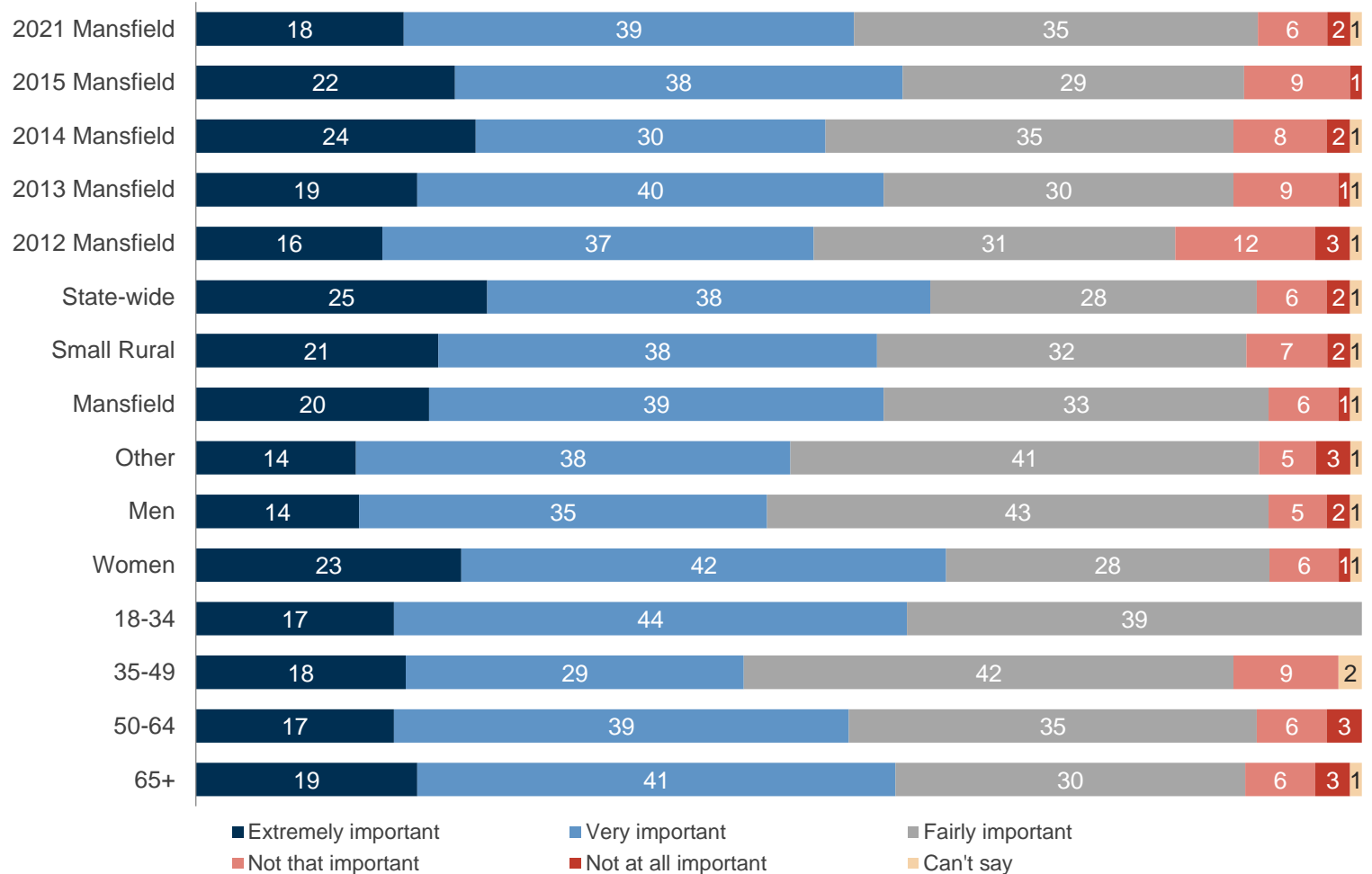|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	80	n/a	n/a	n/a	n/a	n/a	76	76	79	73
Women	80 ▲	n/a	n/a	n/a	n/a	n/a	77	78	80	79
50-64	77	n/a	n/a	n/a	n/a	n/a	74	71	75	72
Mansfield	77	n/a	n/a	n/a	n/a	n/a	74	74	76	73
35-49	77	n/a	n/a	n/a	n/a	n/a	77	73	78	75
State-wide	76	75	74	74	73	73	73	72	73	73
Mansfield	76	n/a	n/a	n/a	n/a	n/a	74	74	76	73
Small Rural	76	74	71	69	71	72	72	n/a	n/a	n/a
Other	74	n/a	n/a	n/a	n/a	n/a	74	76	74	74
65+	72 ▼	n/a	n/a	n/a	n/a	n/a	71	75	73	73
Men	72 ▼	n/a	n/a	n/a	n/a	n/a	71	70	72	68

Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Family support services importance

2021 family support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	30	47	16	4	1	1
2015 Mansfield	30	42	21	5	1	2
2014 Mansfield	27	44	21	4	1	3
2013 Mansfield	30	44	22	1	1	2
2012 Mansfield	27	43	22	4	1	3
State-wide	34	40	20	3	1	2
Small Rural	30	46	16	4	1	2
Mansfield	34	45	15	4	1	1
Other	24	52	19	4	1	1
Men	22	49	22	6		1
Women	39	45	11	2	1	1
18-34	39	48	9	4		
35-49	36	41	20	2	2	
50-64	34	44	18	3	1	1
65+	21	53	18	6	1	2

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

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

Family support services performance

2021 family support performance (index scores)

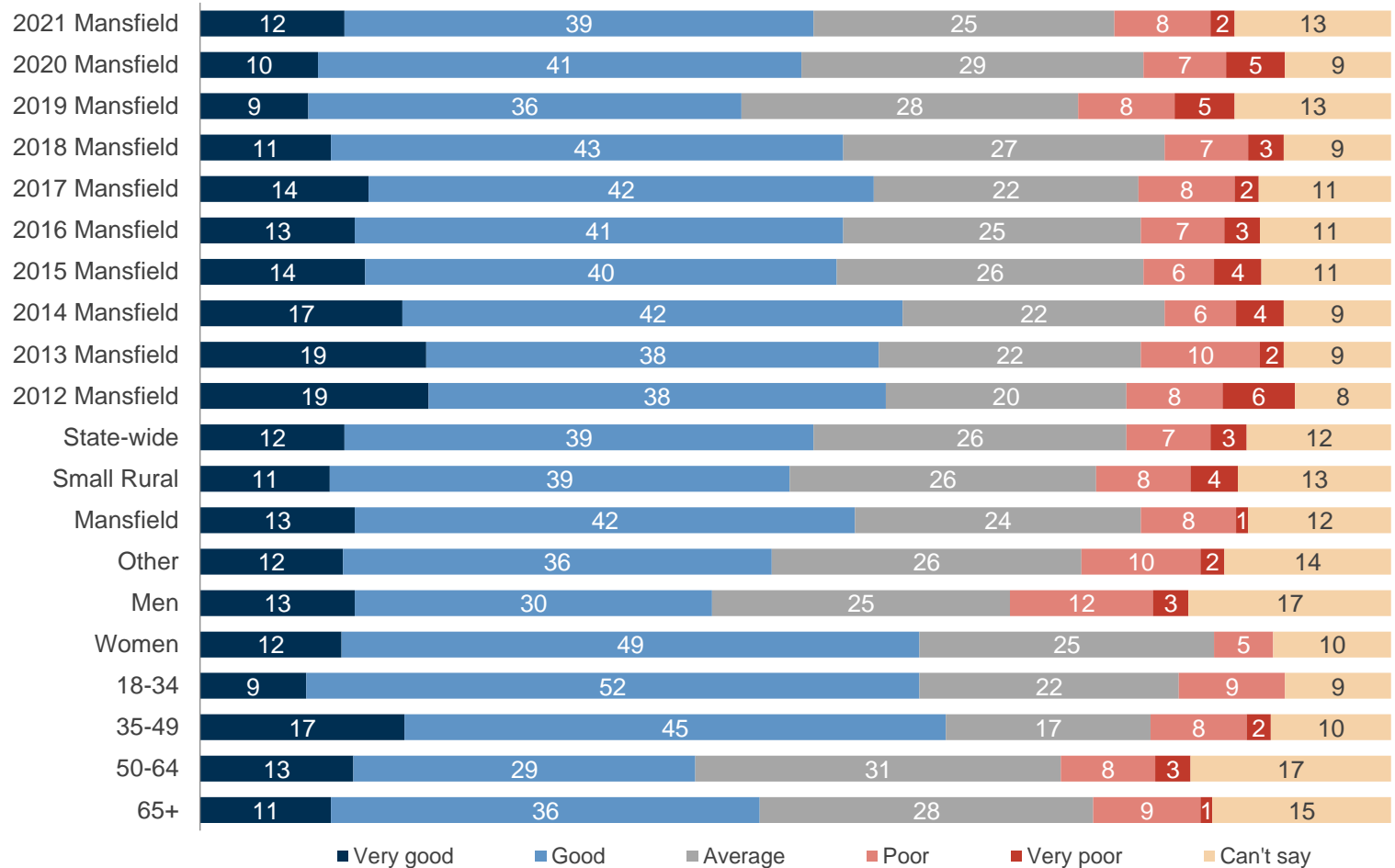|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	70	68	69	72	74	72	75	74	70	70
Mansfield	69	69	70	72	74	74	75	72	72	68
65+	69	70	72	70	79	75	75	74	76	76
Mansfield	67	67	69	72	73	72	73	72	70	67
18-34	67	66	70	77	74	73	73	66	63	65
50-64	67	61	64	69	70	67	69	73	70	68
Small Rural	66	66	68	67	68	66	67	n/a	n/a	n/a
State-wide	66	66	67	66	67	66	67	68	67	67
35-49	65	67	68	71	67	72	73	74	69	61
Men	64	66	69	71	73	71	71	70	70	65
Other	62 ▼	63	66	72	72	69	71	71	68	65

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: 8
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2021 family support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	13	32	25	3	2	24
2020 Mansfield	11	38	18	5	2	25
2019 Mansfield	14	32	17	4	2	31
2018 Mansfield	12	41	14	3	1	30
2017 Mansfield	16	37	14	3		30
2016 Mansfield	12	36	12	1	2	37
2015 Mansfield	17	38	17	3		25
2014 Mansfield	17	36	19	3		24
2013 Mansfield	17	34	20	4	1	23
2012 Mansfield	15	36	15	7	3	24
State-wide	11	31	21	5	2	31
Small Rural	11	30	18	5	2	34
Mansfield	16	37	24	2	2	19
Other	8	23	29	6	1	34
Men	10	28	29	4	2	27
Women	17	36	22	3	2	21
18-34	17	35	35		4	9
35-49	13	36	25	9	2	16
50-64	8	31	25	2	1	33
65+	14	29	21	3	1	31

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

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 8

JWS RESEARCH   79

Elderly support services importance

2021 elderly support importance (index scores)

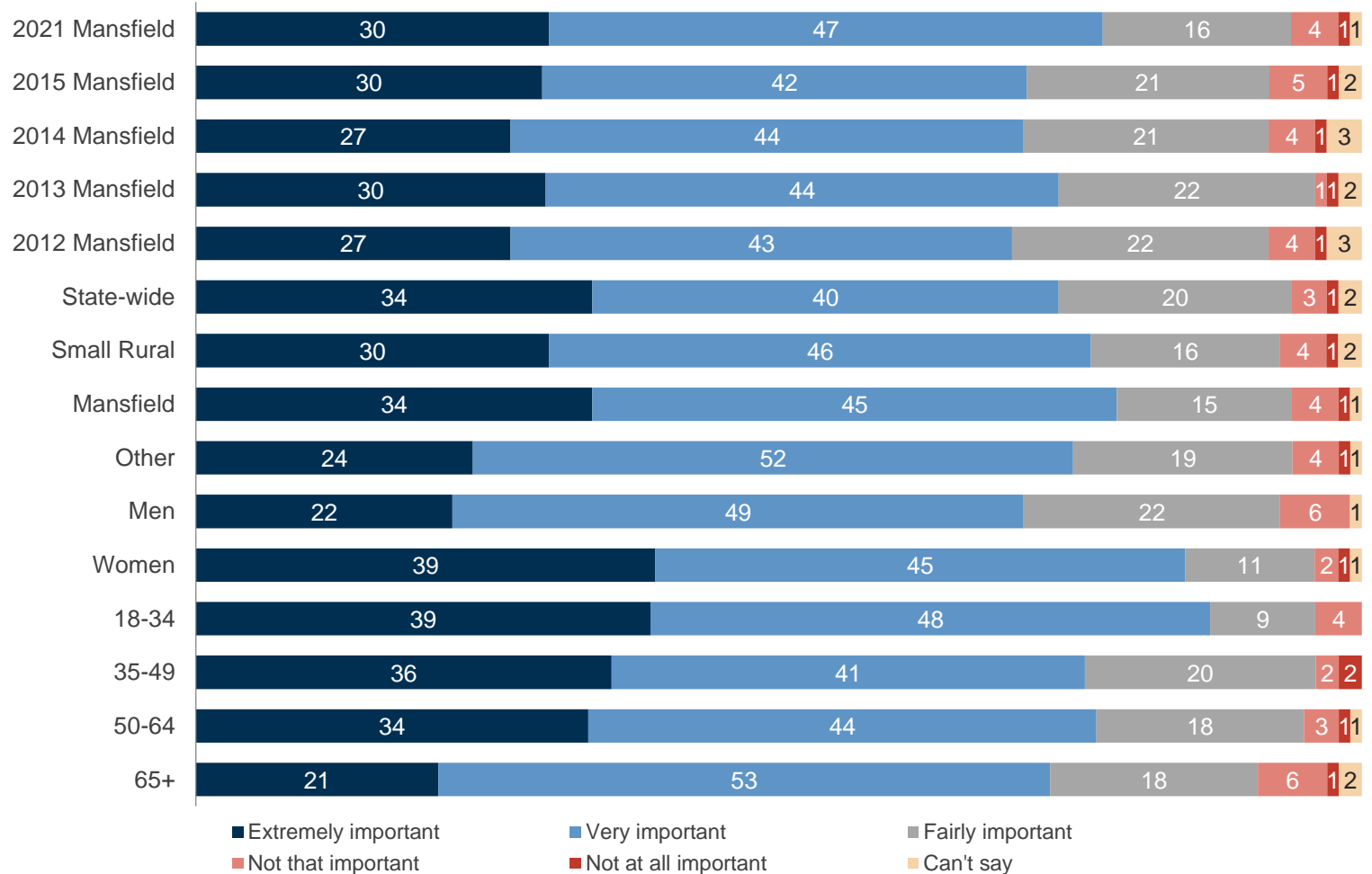|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	85	n/a	n/a	n/a	n/a	n/a	83	84	87	85
65+	83	n/a	n/a	n/a	n/a	n/a	79	83	81	82
50-64	83	n/a	n/a	n/a	n/a	n/a	81	82	82	82
Mansfield	83	n/a	n/a	n/a	n/a	n/a	80	82	83	82
18-34	83	n/a	n/a	n/a	n/a	n/a	79	81	83	78
Mansfield	83	n/a	n/a	n/a	n/a	n/a	80	82	82	81
Small Rural	83	81	80	80	79	79	80	n/a	n/a	n/a
Other	82	n/a	n/a	n/a	n/a	n/a	79	82	80	79
State-wide	82	80	80	79	78	78	79	79	79	80
35-49	81	n/a	n/a	n/a	n/a	n/a	80	82	83	83
Men	80	n/a	n/a	n/a	n/a	n/a	77	80	77	77

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Elderly support services importance

2021 elderly support importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	43	44	10	1		2
2015 Mansfield	37	44	16	1		1
2014 Mansfield	42	45	12	1		1
2013 Mansfield	44	40	15			1
2012 Mansfield	36	53	8	1		1
State-wide	43	42	12	1	1	1
Small Rural	44	43	10	1	1	1
Mansfield	43	45	8	1	1	2
Other	43	43	13	1		1
Men	38	43	17			2
Women	49	45	3	1	1	2
18-34	35	56	4			4
35-49	43	40	14		3	
50-64	45	41	10	1		3
65+	46	42	11	1		1

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

JWS RESEARCH   81
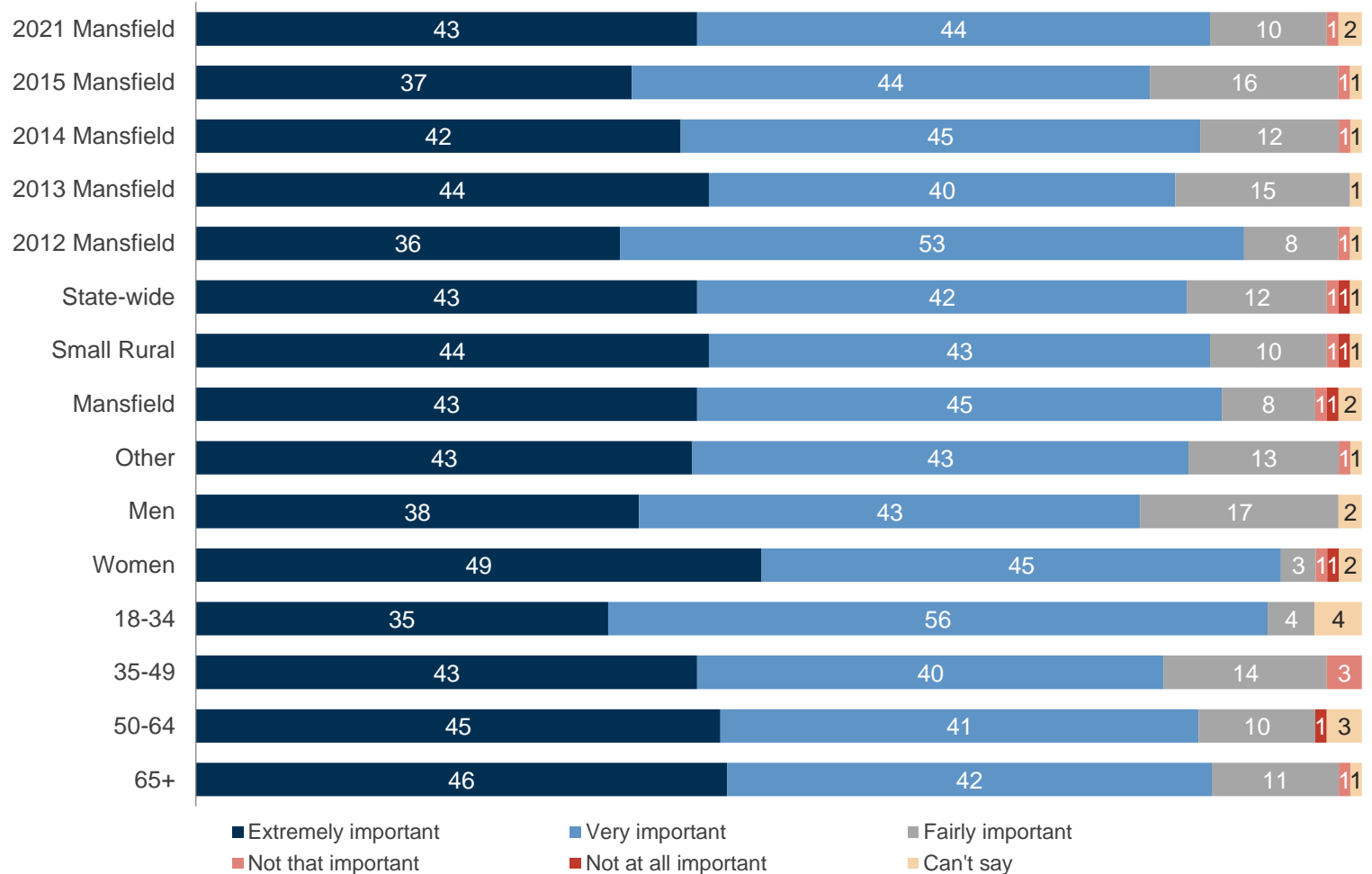
Elderly support services performance

2021 elderly support performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Mansfield	75	72	70	74	79	75	78	77	75	72
Women	73	71	69	75	79	74	77	77	76	74
50-64	73	60	68	71	76	71	74	73	75	73
Small Rural	72	71	71	69	71	70	72	n/a	n/a	n/a
18-34	72	75	69	77	78	72	70	69	71	63
Mansfield	72	70	69	73	77	74	76	74	75	71
65+	72	73	70	73	78	76	80	76	77	75
35-49	72	71	69	70	76	76	75	77	74	71
Men	71	70	70	71	76	74	74	72	72	67
State-wide	69 ▼	68	68	68	68	68	69	70	69	69
Other	66 ▼	66	70	71	73	73	71	70	74	69

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
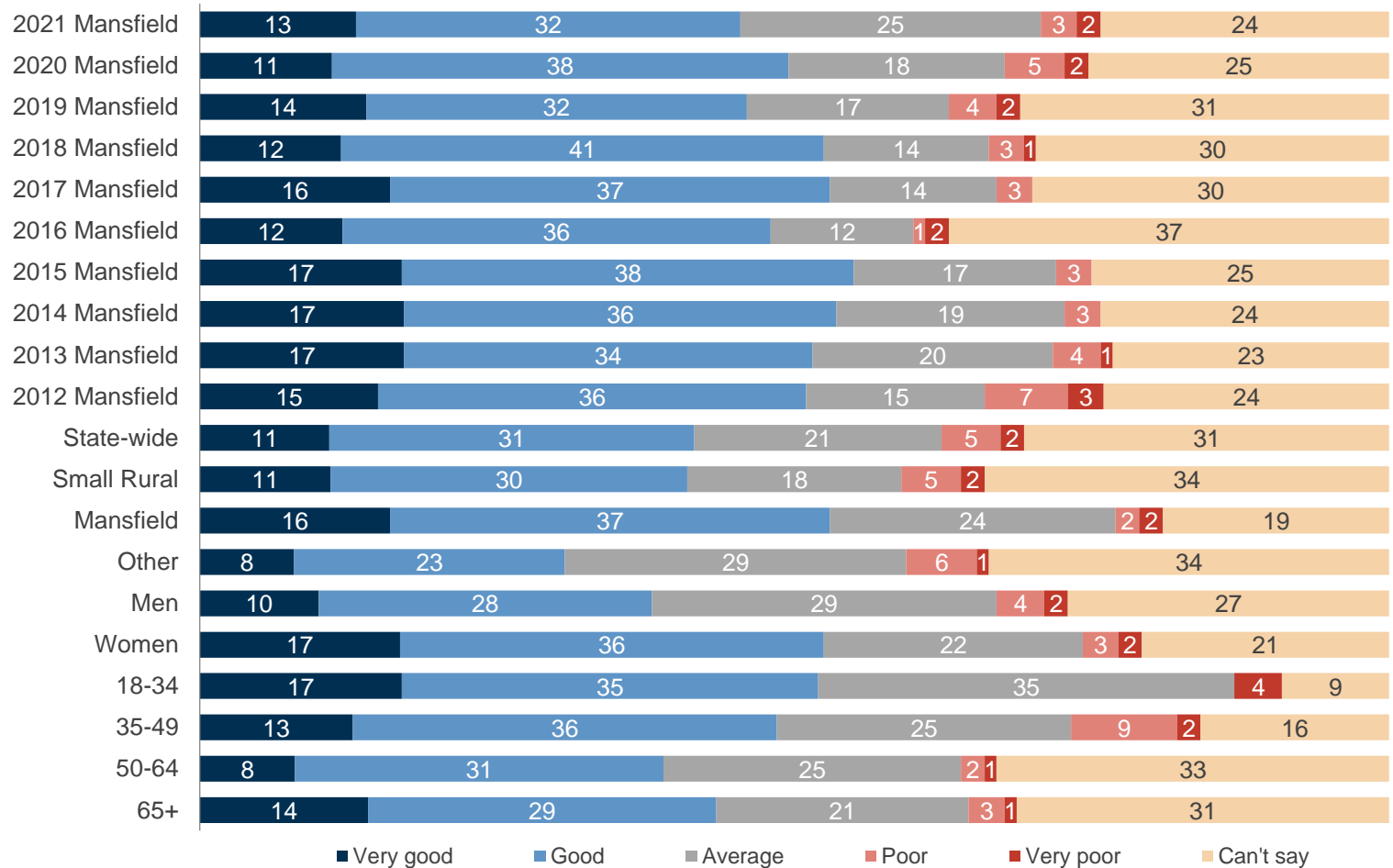*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11*
Note: Please see Appendix A for explanation of significant differences.

Elderly support services performance

2021 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	20	37	20	3	1	18
2020 Mansfield	18	39	12	5	3	23
2019 Mansfield	16	39	18	3	3	20
2018 Mansfield	16	43	12	3	1	24
2017 Mansfield	26	37	11	3	1	22
2016 Mansfield	21	37	12	2	3	26
2015 Mansfield	23	41	13	3		19
2014 Mansfield	22	42	14	4	1	18
2013 Mansfield	25	37	17	4		17
2012 Mansfield	18	42	15	5	2	17
State-wide	16	32	20	5	2	26
Small Rural	22	35	17	4	2	21
Mansfield	25	39	17	3	1	16
Other	11	35	25	4	2	22
Men	16	39	20	2	2	22
Women	25	36	19	4	1	15
18-34	13	43	22			22
35-49	20	31	21	4		24
50-64	20	41	16	3	2	19
65+	24	36	19	5	2	13

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

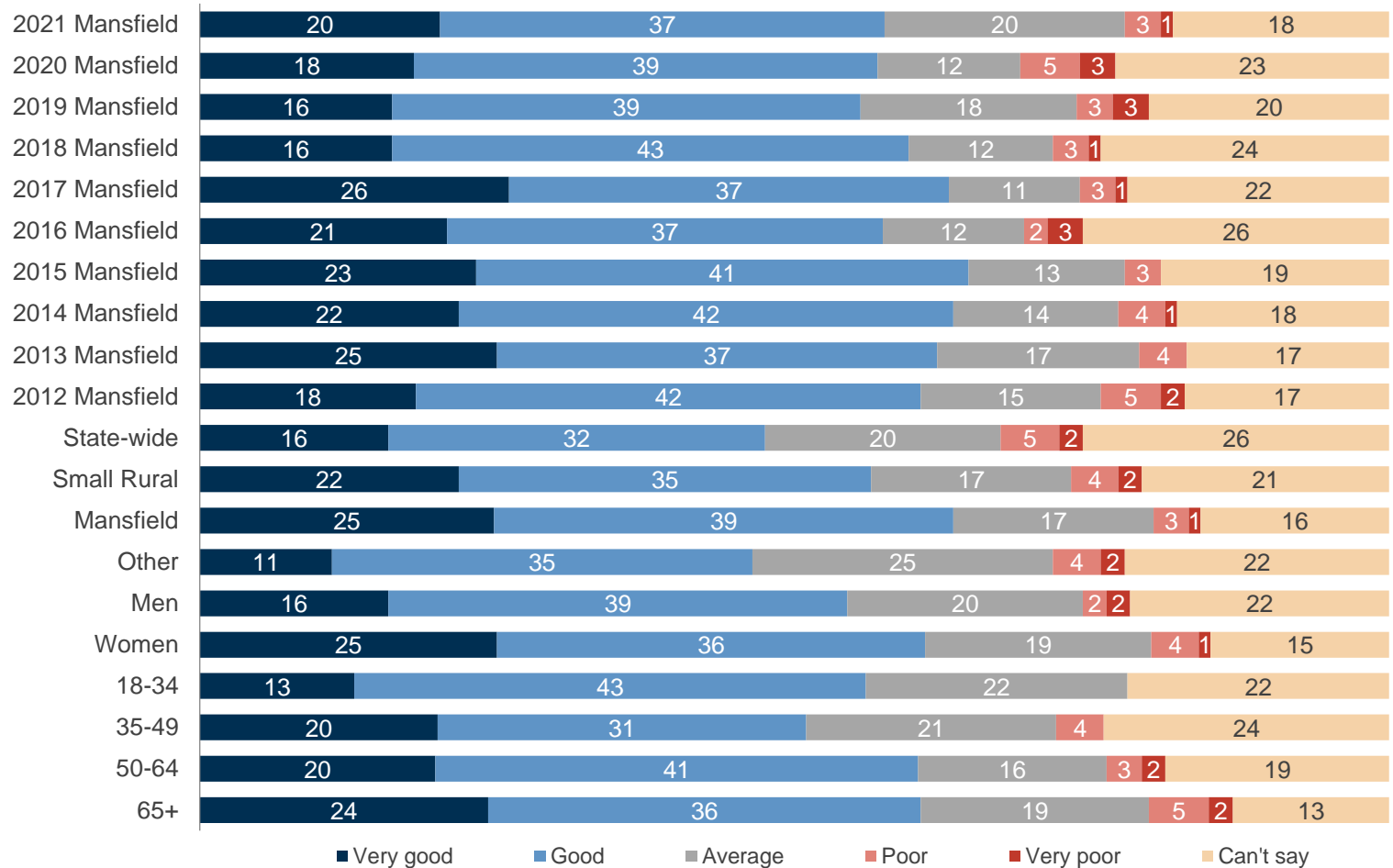*Q2. How has Council performed on 'Elderly support services' over the last 12 months?*
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11

JWSRESEARCH   83

Recreational facilities importance

2021 recreational facilities importance (index scores)

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities importance

2021 recreational facilities importance (%)

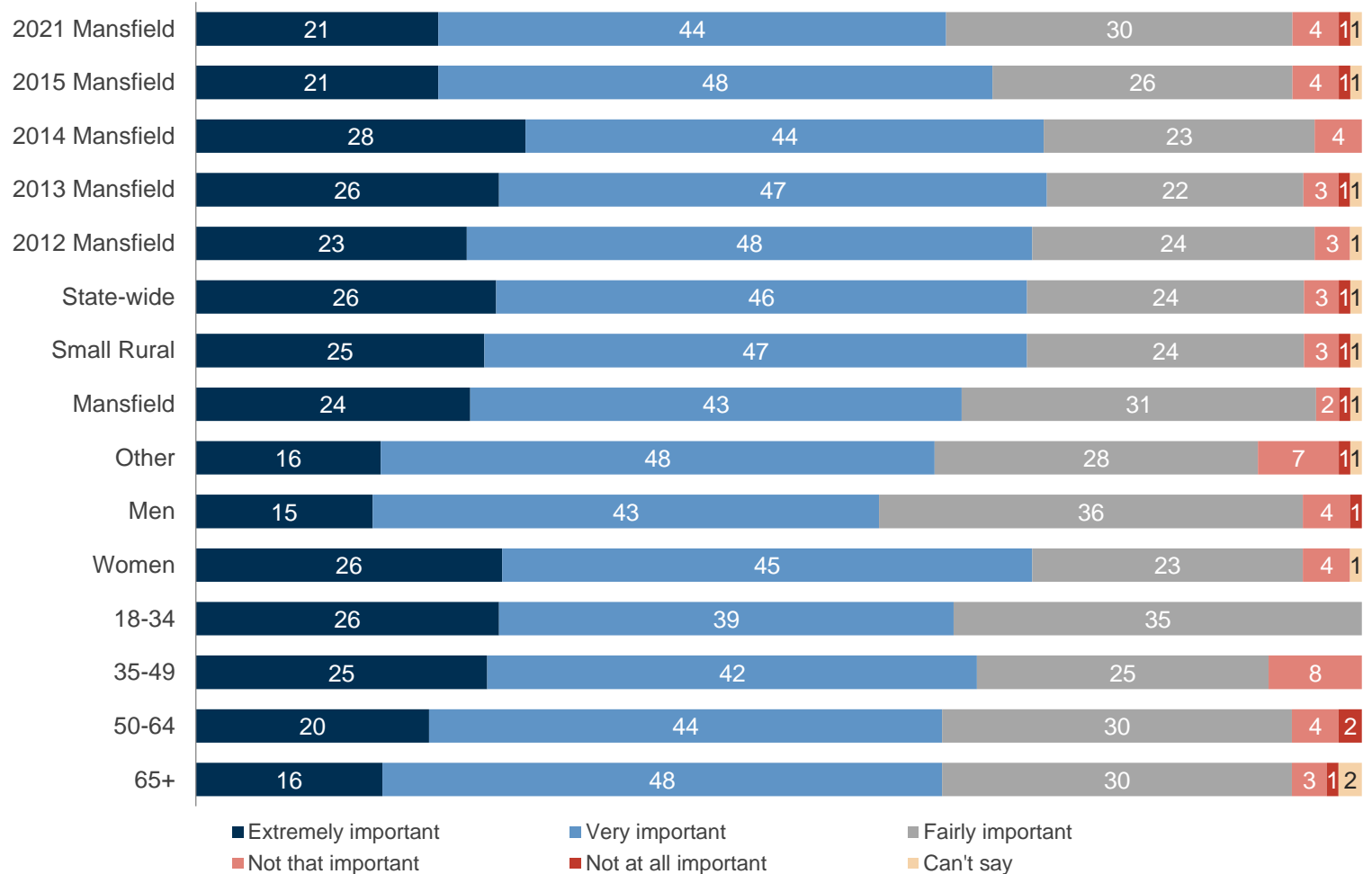|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	21	44	30	4	1	1
2015 Mansfield	21	48	26	4	1	1
2014 Mansfield	28	44	23	4		
2013 Mansfield	26	47	22	3	1	1
2012 Mansfield	23	48	24	3		1
State-wide	26	46	24	3	1	1
Small Rural	25	47	24	3	1	1
Mansfield	24	43	31	2	1	1
Other	16	48	28	7	1	1
Men	15	43	36	4	1	
Women	26	45	23	4		1
18-34	26	39	35			
35-49	25	42	25	8		
50-64	20	44	30	4	2	
65+	16	48	30	3	1	2

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8

Recreational facilities performance

2021 recreational facilities performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	74	67	63	72	74	65	71	75	70	62
65+	73	72	74	74	77	72	75	74	74	73
Women	73	65	67	71	75	68	73	75	70	70
Mansfield	72	67	68	75	75	71	73	78	71	68
Mansfield	72	67	68	72	74	69	72	74	70	67
Other	71	69	68	68	72	65	72	68	68	67
State-wide	71	70	70	69	70	69	70	71	70	70
Men	70	70	70	74	73	70	71	72	69	65
Small Rural	69 ▼	68	68	69	69	68	70	n/a	n/a	n/a
50-64	69	60	64	69	70	68	72	68	68	66
18-34	68	67	68	74	75	68	68	80	65	69

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2021 recreational facilities performance (%)

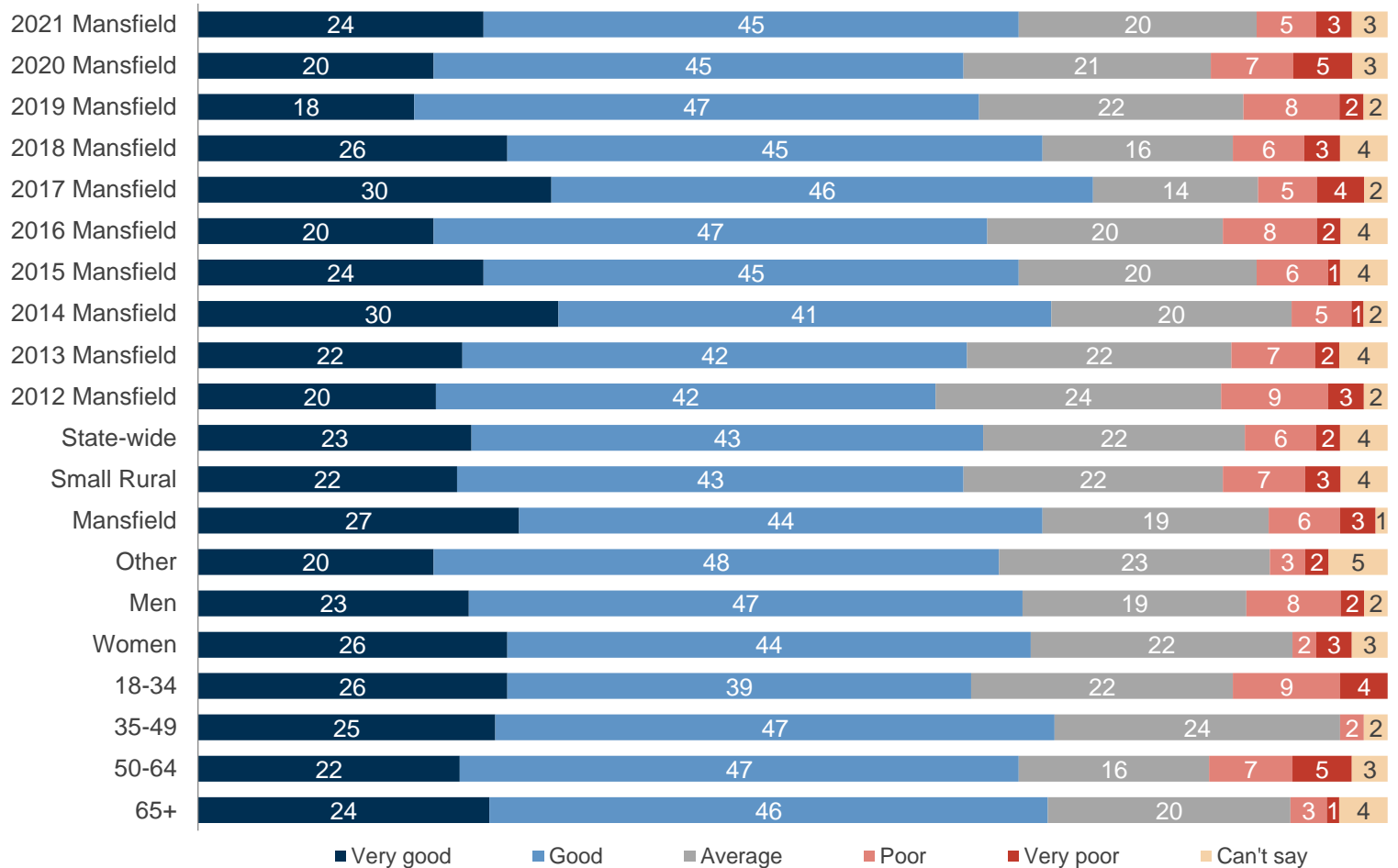|	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	24	45	20	5	3	3
2020 Mansfield	20	45	21	7	5	3
2019 Mansfield	18	47	22	8	2	2
2018 Mansfield	26	45	16	6	3	4
2017 Mansfield	30	46	14	5	4	2
2016 Mansfield	20	47	20	8	2	4
2015 Mansfield	24	45	20	6	1	4
2014 Mansfield	30	41	20	5	1	2
2013 Mansfield	22	42	22	7	2	4
2012 Mansfield	20	42	24	9	3	2
State-wide	23	43	22	6	2	4
Small Rural	22	43	22	7	3	4
Mansfield	27	44	19	6	3	1
Other	20	48	23	3	2	5
Men	23	47	19	8	2	2
Women	26	44	22	2	3	3
18-34	26	39	22	9	4	
35-49	25	47	24		2	2
50-64	22	47	16	7	5	3
65+	24	46	20	3	1	4

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13

The appearance of public areas importance

2021 public areas importance (index scores)

Group	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	75	n/a	n/a	n/a	n/a	n/a	75	75	79	75
State-wide	75▲	74	73	74	74	74	73	73	74	73
Small Rural	74	74	74	74	74	74	73	n/a	n/a	n/a
Mansfield	73	n/a	n/a	n/a	n/a	n/a	73	75	77	73
65+	73	n/a	n/a	n/a	n/a	n/a	75	75	74	73
50-64	73	n/a	n/a	n/a	n/a	n/a	76	74	77	70
Mansfield	72	n/a	n/a	n/a	n/a	n/a	74	74	77	72
18-34	71	n/a	n/a	n/a	n/a	n/a	69	75	79	68
35-49	71	n/a	n/a	n/a	n/a	n/a	74	72	77	75
Other	70	n/a	n/a	n/a	n/a	n/a	77	72	75	69
Men	69	n/a	n/a	n/a	n/a	n/a	72	73	74	69

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas importance

2021 public areas importance (%)

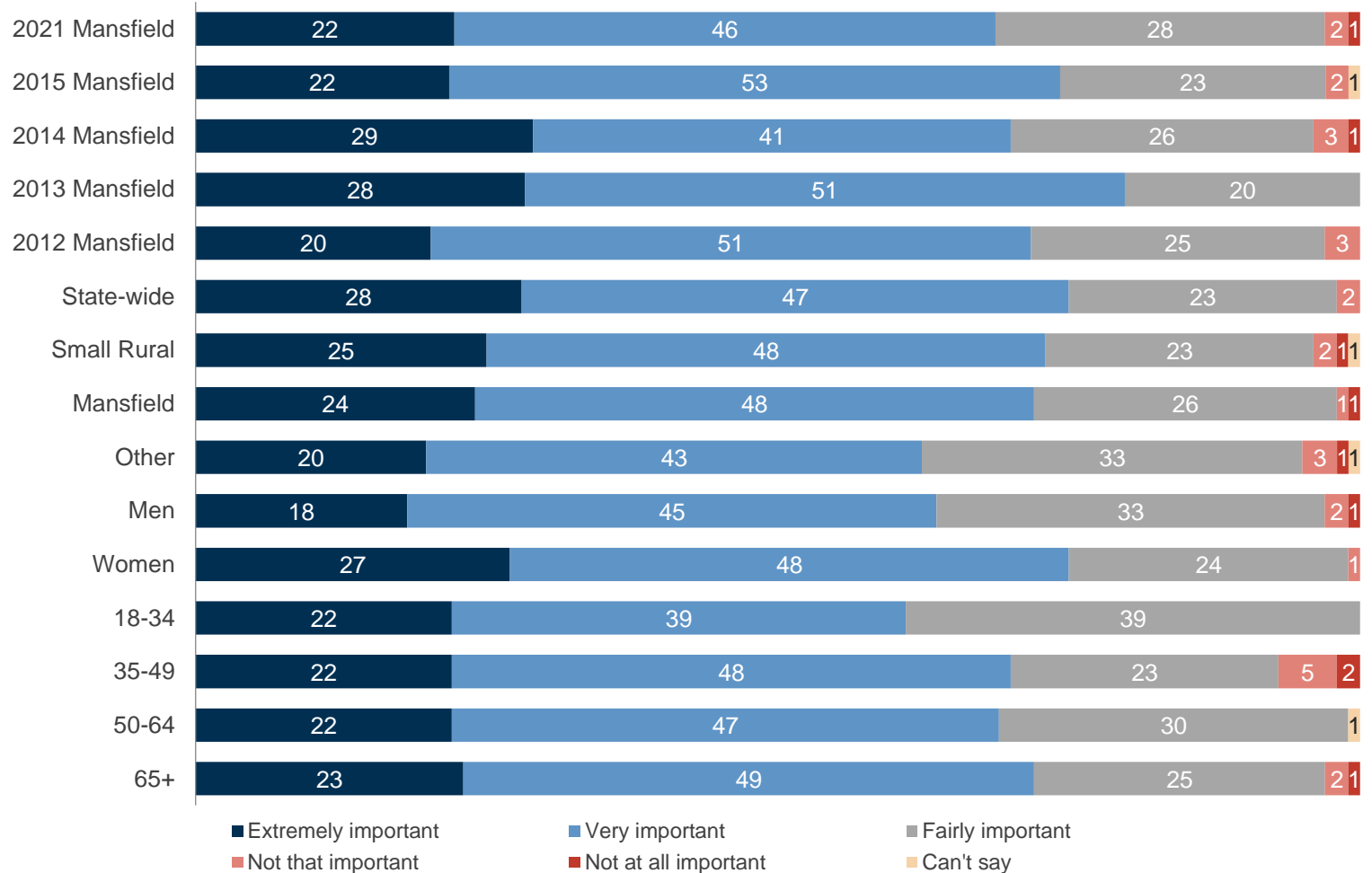|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	22	46	28	2	1	
2015 Mansfield	22	53	23	2	1	
2014 Mansfield	29	41	26	3	1	
2013 Mansfield	28	51	20			
2012 Mansfield	20	51	25	3		
State-wide	28	47	23	2		
Small Rural	25	48	23	2	1	1
Mansfield	24	48	26	1	1	
Other	20	43	33	3	1	1
Men	18	45	33	2	1	
Women	27	48	24	1		
18-34	22	39	39			
35-49	22	48	23	5	2	
50-64	22	47	30	1		
65+	23	49	25	2	1	

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 8

The appearance of public areas performance

2021 public areas performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	85	76	82	78	79	78	82	81	81	75
18-34	85	72	74	77	87	78	79	83	76	73
Mansfield	84	75	78	81	81	79	82	85	82	76
Women	84	74	77	78	81	76	82	82	79	78
Mansfield	82	75	77	77	81	77	81	81	78	76
Men	81	75	78	77	80	78	79	80	77	75
50-64	81	73	77	77	77	75	82	79	76	77
65+	80	75	77	77	81	78	80	82	79	79
Other	79	73	76	73	79	74	79	75	76	76
Small Rural	75 ▼	72	73	72	74	73	74	n/a	n/a	n/a
State-wide	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: 40 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2021 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	45	42	10	2		1
2020 Mansfield	28	52	12	4	3	
2019 Mansfield	34	49	13	3	2	
2018 Mansfield	36	43	15	3	2	1
2017 Mansfield	41	43	11	3	1	1
2016 Mansfield	32	50	12	3	2	1
2015 Mansfield	43	42	11	2	2	1
2014 Mansfield	41	48	7	3	1	1
2013 Mansfield	38	43	13	3	2	1
2012 Mansfield	32	48	14	5		1
State-wide	27	46	19	5	2	1
Small Rural	29	47	17	4	2	1
Mansfield	48	41	9			1
Other	39	42	12	5		1
Men	40	46	10	3		
Women	49	37	11	2		1
18-34	52	35	13			
35-49	53	37	8			2
50-64	39	49	8	3	1	
65+	39	44	12	3		2

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
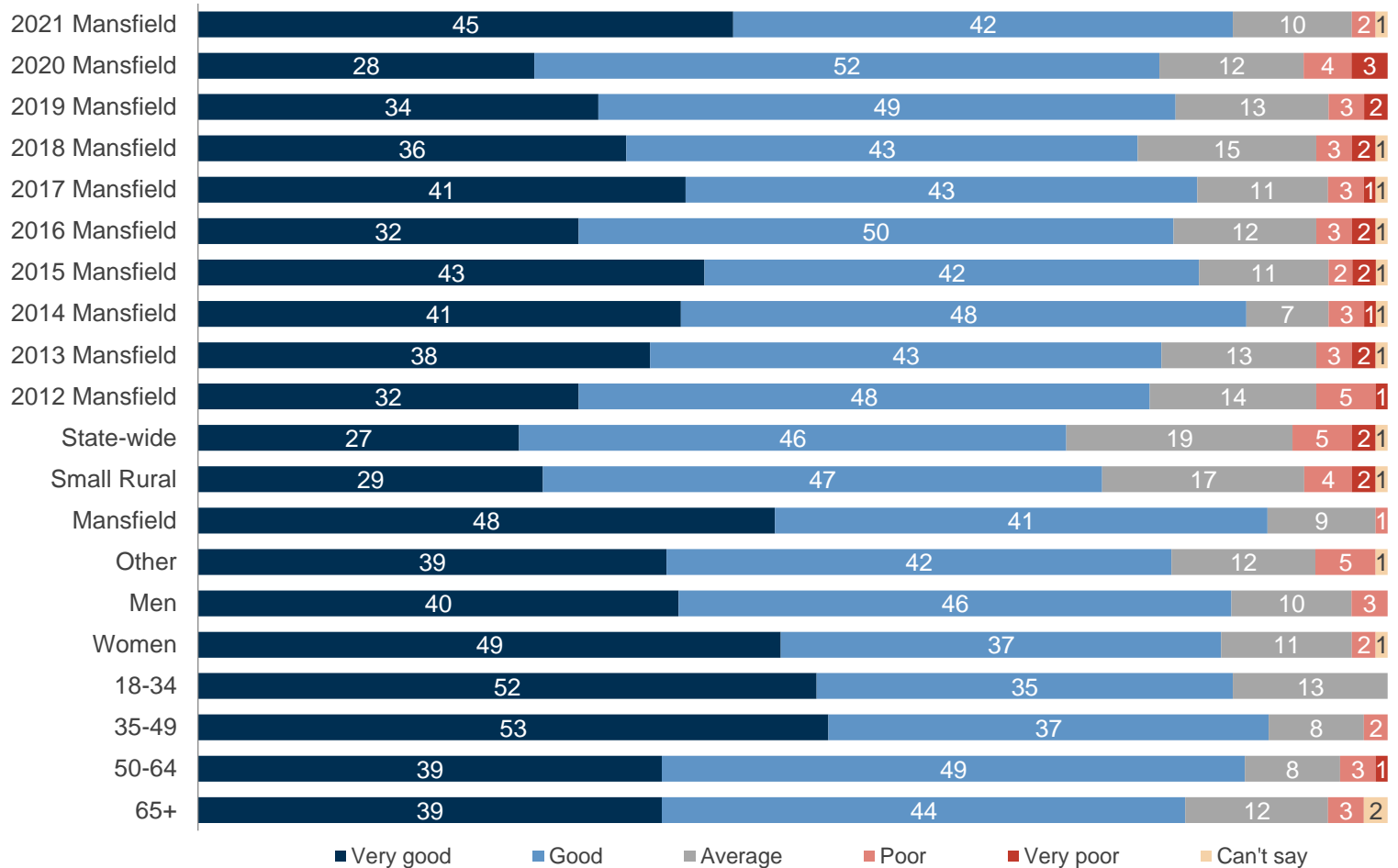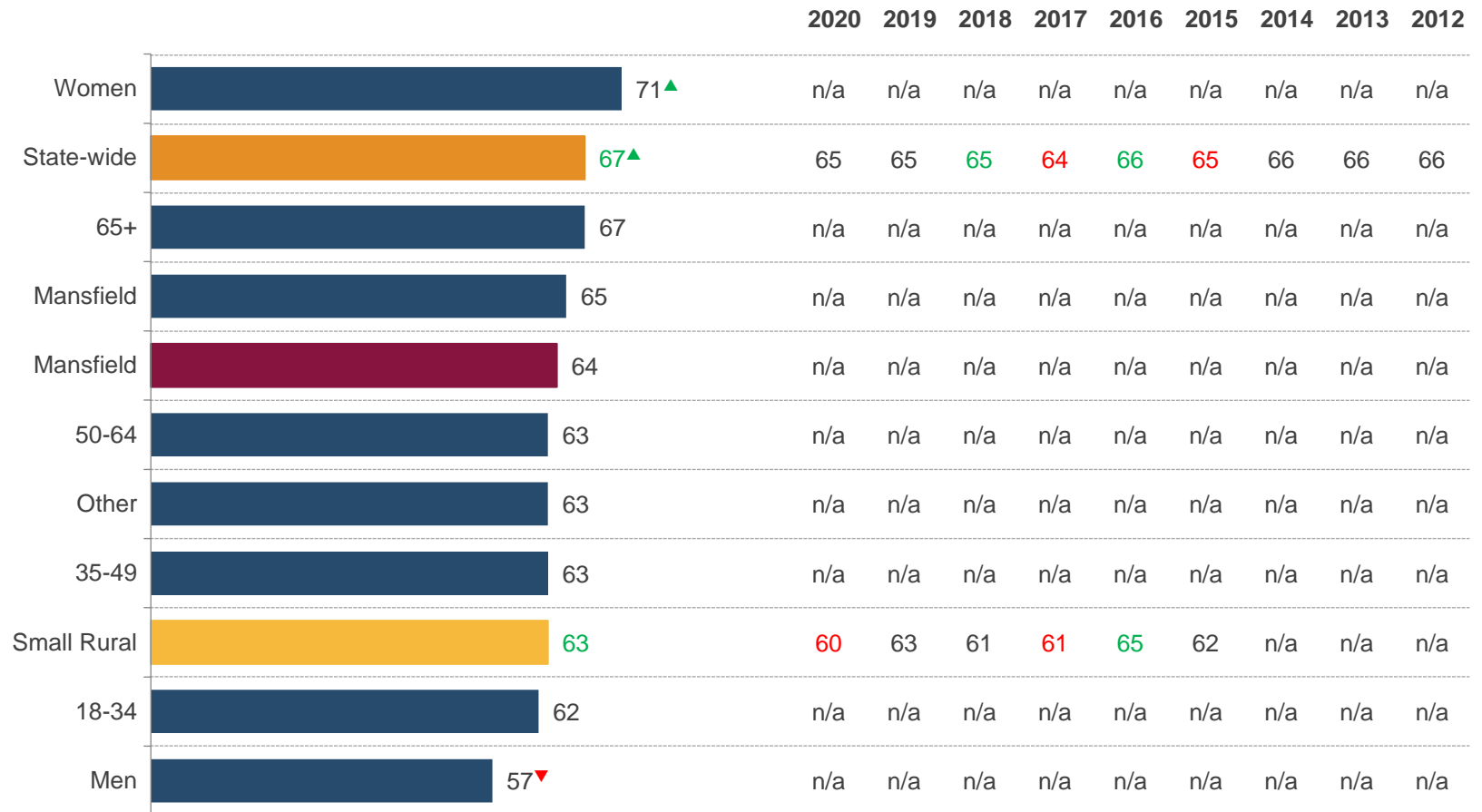*Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13*

Art centres and libraries importance

2021 art centres and libraries importance (index scores)

|		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	71 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67 ▲	65	65	65	64	66	65	66	66	66
65+	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	63	60	63	61	61	65	62	n/a	n/a	n/a
18-34	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Art centres and libraries importance

2021 art centres and libraries importance (%)

Group	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	18	36	33	8	4	1
State-wide	19	40	31	8	2	1
Small Rural	14	38	33	10	3	2
Mansfield	19	36	32	8	4	2
Other	15	37	37	8	4	
Men	11	31	40	13	6	
Women	24	41	27	4	1	2
18-34	22	26	35	13	4	
35-49	21	27	34	11	4	3
50-64	13	36	43	4	4	1
65+	16	46	27	7	3	1

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

JWS RESEARCH 93
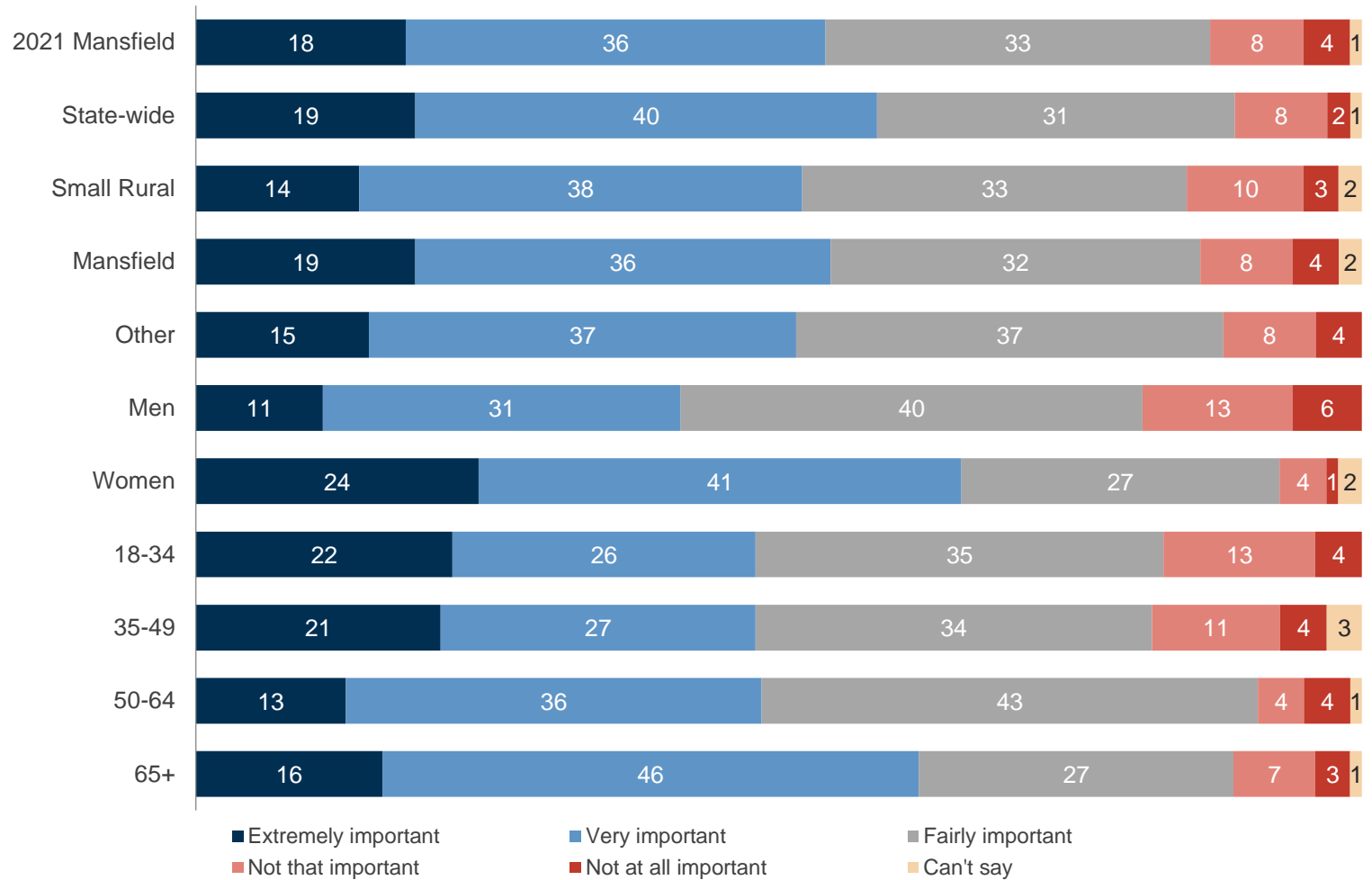
Art centres and libraries performance

2021 art centres and libraries performance (index scores)

|	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	74	72	77	75	71	n/a	n/a	n/a	n/a	n/a
65+	74 ▲	77	78	73	81	n/a	n/a	n/a	n/a	n/a
Other	74 ▲	71	73	73	75	n/a	n/a	n/a	n/a	n/a
State-wide	73 ▲	74	74	74	73	72	73	75	73	73
Women	72	74	75	77	80	n/a	n/a	n/a	n/a	n/a
Small Rural	72	74	74	73	72	71	69	n/a	n/a	n/a
Mansfield	70	73	74	73	75	n/a	n/a	n/a	n/a	n/a
50-64	70	69	69	72	74	n/a	n/a	n/a	n/a	n/a
Mansfield	69	74	74	75	76	n/a	n/a	n/a	n/a	n/a
Men	69	71	73	70	71	n/a	n/a	n/a	n/a	n/a
18-34	60 ▼	67	69	74	71	n/a	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: 28 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

2021 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	19	41	23	3	2	11
2020 Mansfield	20	47	19	3	1	11
2019 Mansfield	24	45	19	3	1	8
2018 Mansfield	22	45	16	5	1	12
2017 Mansfield	26	44	14	5	1	11
State-wide	22	42	20	3	1	13
Small Rural	19	42	20	4	1	14
Mansfield	18	42	25	4	3	8
Other	21	40	20	2		17
Men	14	43	25	3	2	14
Women	24	40	22	4	2	8
18-34	13	30	30	4	9	13
35-49	25	38	24	2		11
50-64	14	46	24	3	1	13
65+	22	46	19	4		9

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

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 6

JWS RESEARCH   95
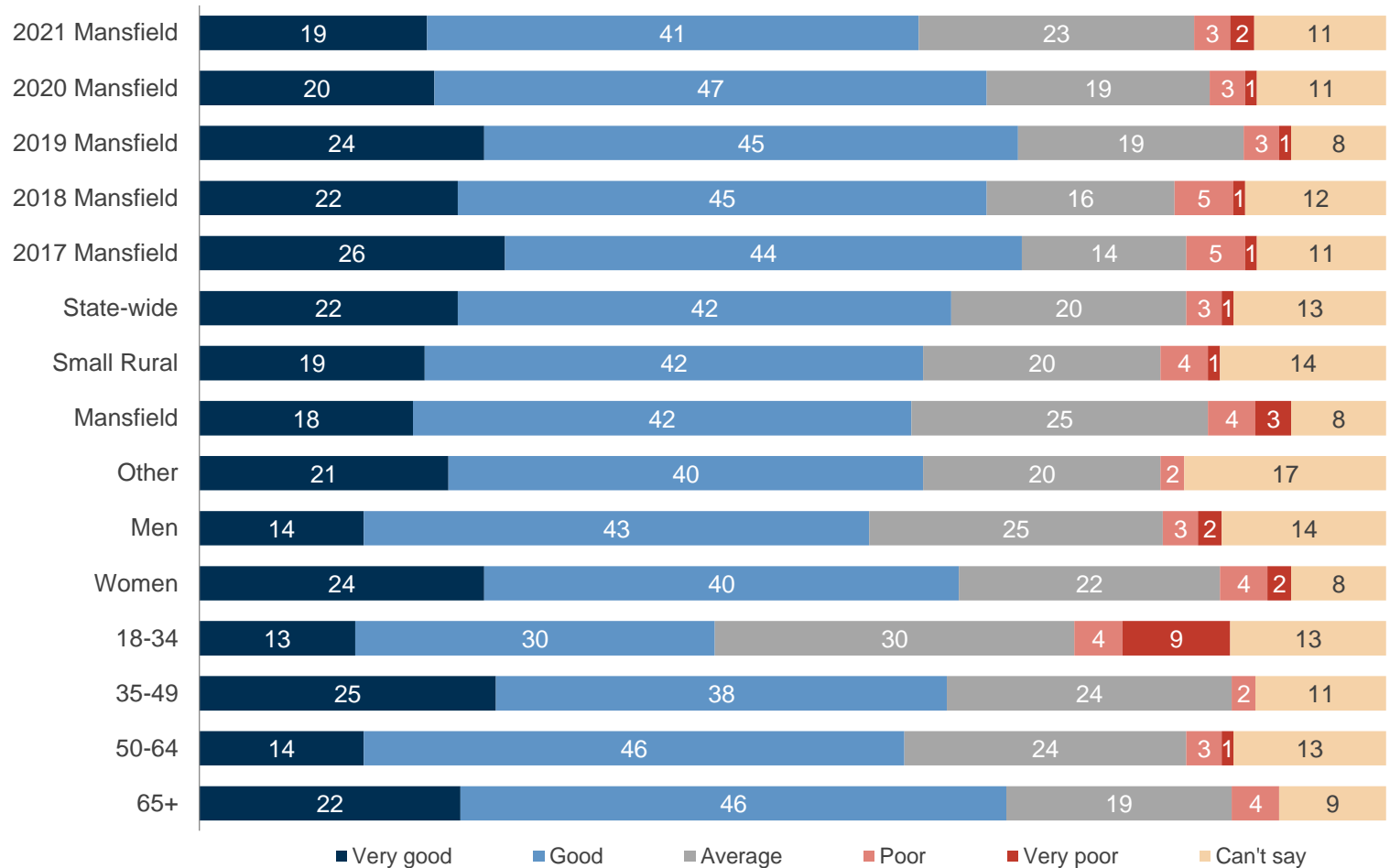
Waste management importance

2021 waste management importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	89 ▲	n/a	n/a	n/a	n/a	n/a	73	78	74	70
Women	85	n/a	n/a	n/a	n/a	n/a	81	81	82	78
Mansfield	84	n/a	n/a	n/a	n/a	n/a	76	78	78	77
35-49	84	n/a	n/a	n/a	n/a	n/a	75	76	84	77
Mansfield	83	n/a	n/a	n/a	n/a	n/a	77	79	80	76
State-wide	82	82	81	81	79	80	79	79	79	78
Other	82	n/a	n/a	n/a	n/a	n/a	79	80	81	75
Men	82	n/a	n/a	n/a	n/a	n/a	73	76	78	75
65+	81	n/a	n/a	n/a	n/a	n/a	81	82	80	80
50-64	80	n/a	n/a	n/a	n/a	n/a	78	78	79	76
Small Rural	80 ▼	79	79	78	76	79	77	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
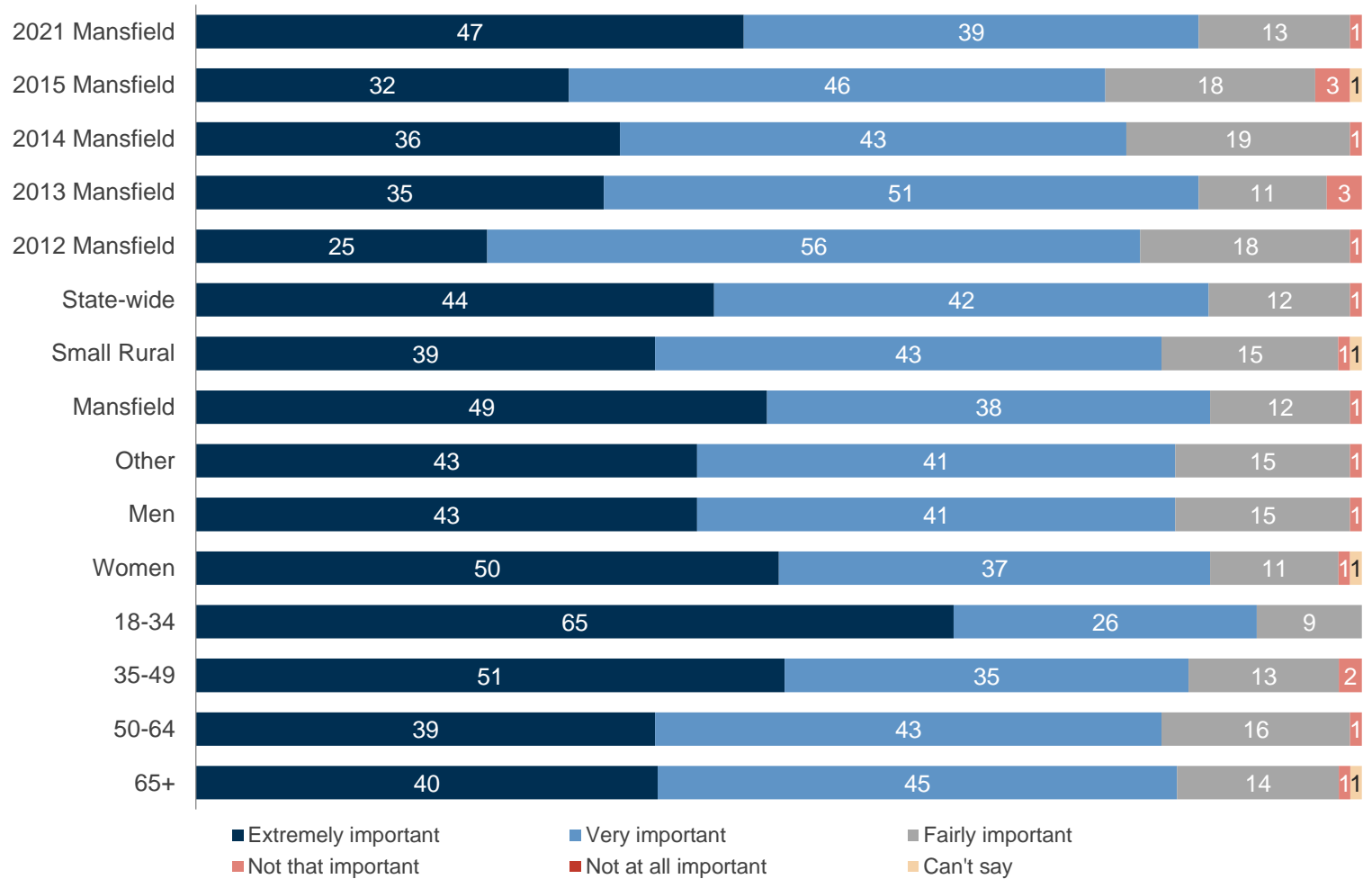*Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

JWS RESEARCH

Waste management importance

2021 waste management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	47	39	13	1		
2015 Mansfield	32	46	18	3		1
2014 Mansfield	36	43	19			1
2013 Mansfield	35	51	11	3		
2012 Mansfield	25	56	18			1
State-wide	44	42	12	1		
Small Rural	39	43	15	1		1
Mansfield	49	38	12	1		
Other	43	41	15	1		
Men	43	41	15	1		
Women	50	37	11	1		1
18-34	65	26	9			
35-49	51	35	13	2		
50-64	39	43	16	1		
65+	40	45	14	1		1

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7

Waste management performance

2021 waste management performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	69 ▲	65	68	70	71	70	72	73	71	72
Small Rural	68 ▲	64	66	69	70	69	71	n/a	n/a	n/a
65+	66	61	65	65	72	73	79	75	76	76
Men	65	59	61	64	71	69	76	75	79	72
Mansfield	64	59	59	63	71	68	75	77	77	74
Mansfield	64	57	60	64	70	68	75	75	75	73
Other	64	55	60	65	68	67	75	72	73	70
50-64	63	53	58	64	68	63	75	76	73	73
Women	62	56	58	63	69	66	73	74	71	74
35-49	62	60	57	62	65	71	68	74	78	74
18-34	60	53	53	63	74	59	74	74	73	68

Q2. How has Council performed on 'Waste management' over the last 12 months?
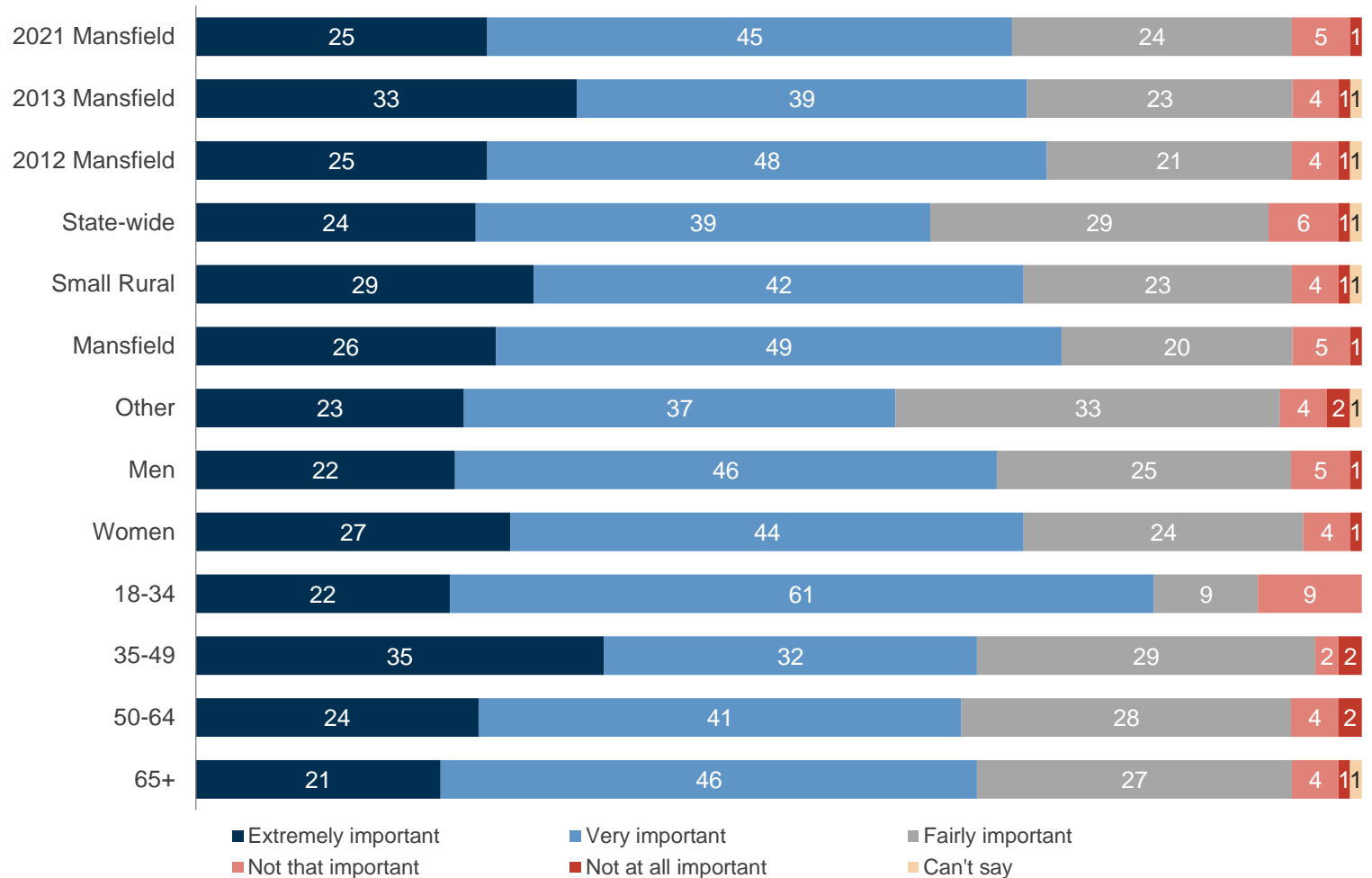*Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19*
Note: Please see Appendix A for explanation of significant differences.

Waste management performance
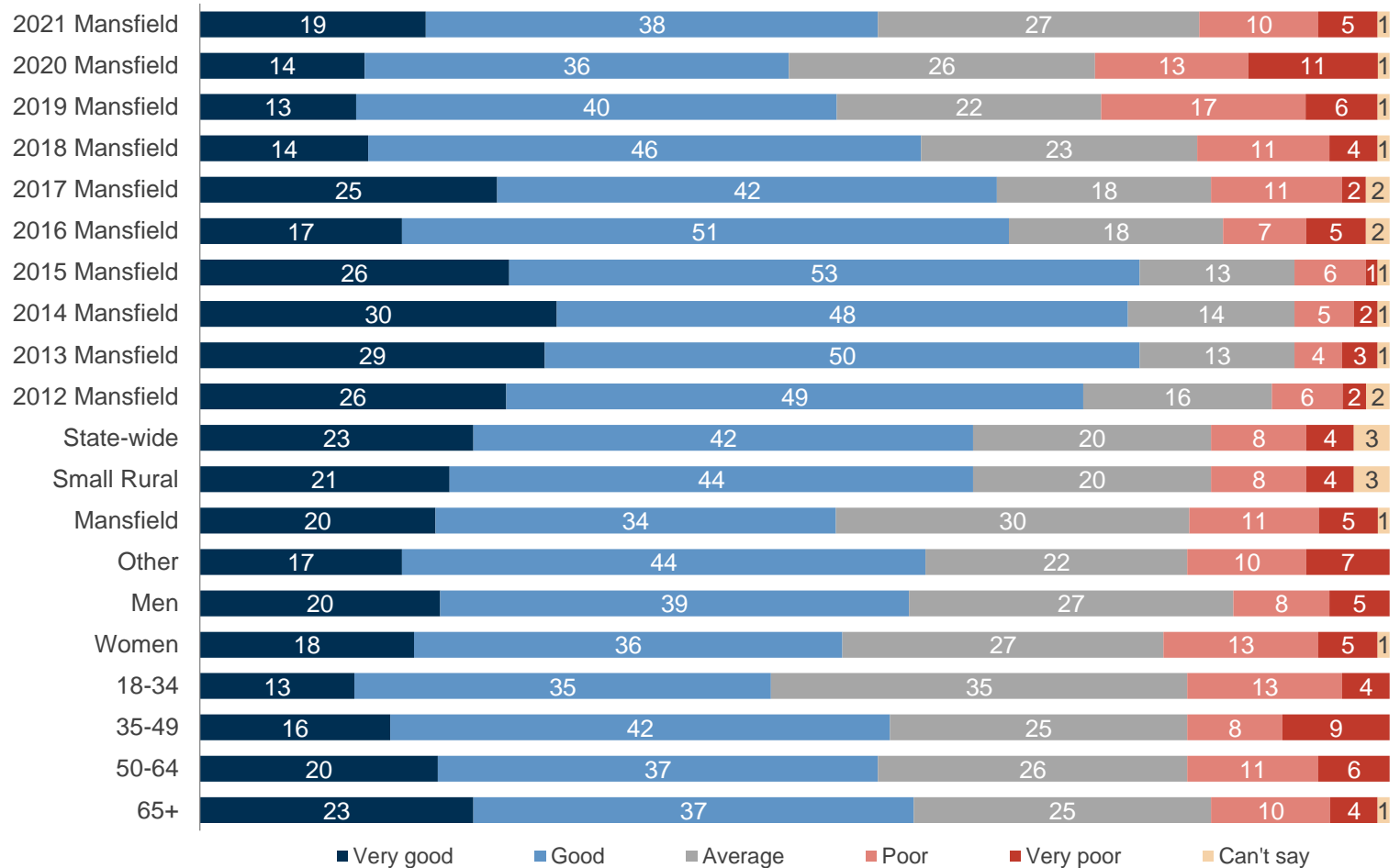
2021 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	19	38	27	10	5	1
2020 Mansfield	14	36	26	13	11	1
2019 Mansfield	13	40	22	17	6	1
2018 Mansfield	14	46	23	11	4	1
2017 Mansfield	25	42	18	11	2	2
2016 Mansfield	17	51	18	7	5	2
2015 Mansfield	26	53	13	6	1	1
2014 Mansfield	30	48	14	5	2	1
2013 Mansfield	29	50	13	4	3	1
2012 Mansfield	26	49	16	6	2	2
State-wide	23	42	20	8	4	3
Small Rural	21	44	20	8	4	3
Mansfield	20	34	30	11	5	1
Other	17	44	22	10	7	
Men	20	39	27	8	5	
Women	18	36	27	13	5	1
18-34	13	35	35	13	4	
35-49	16	42	25	8	9	
50-64	20	37	26	11	6	
65+	23	37	25	10	4	1

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

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

Business and community development and tourism importance

2021 business/development/tourism importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	78	70
18-34	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	75
Small Rural	74	74	71	71	72	71	70	n/a	n/a	n/a
Mansfield	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	75
Women	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	75
Mansfield	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	73
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75	71
50-64	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	73	76
65+	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	71
State-wide	70	67	65	66	67	67	67	67	67	66
Other	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	69

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6
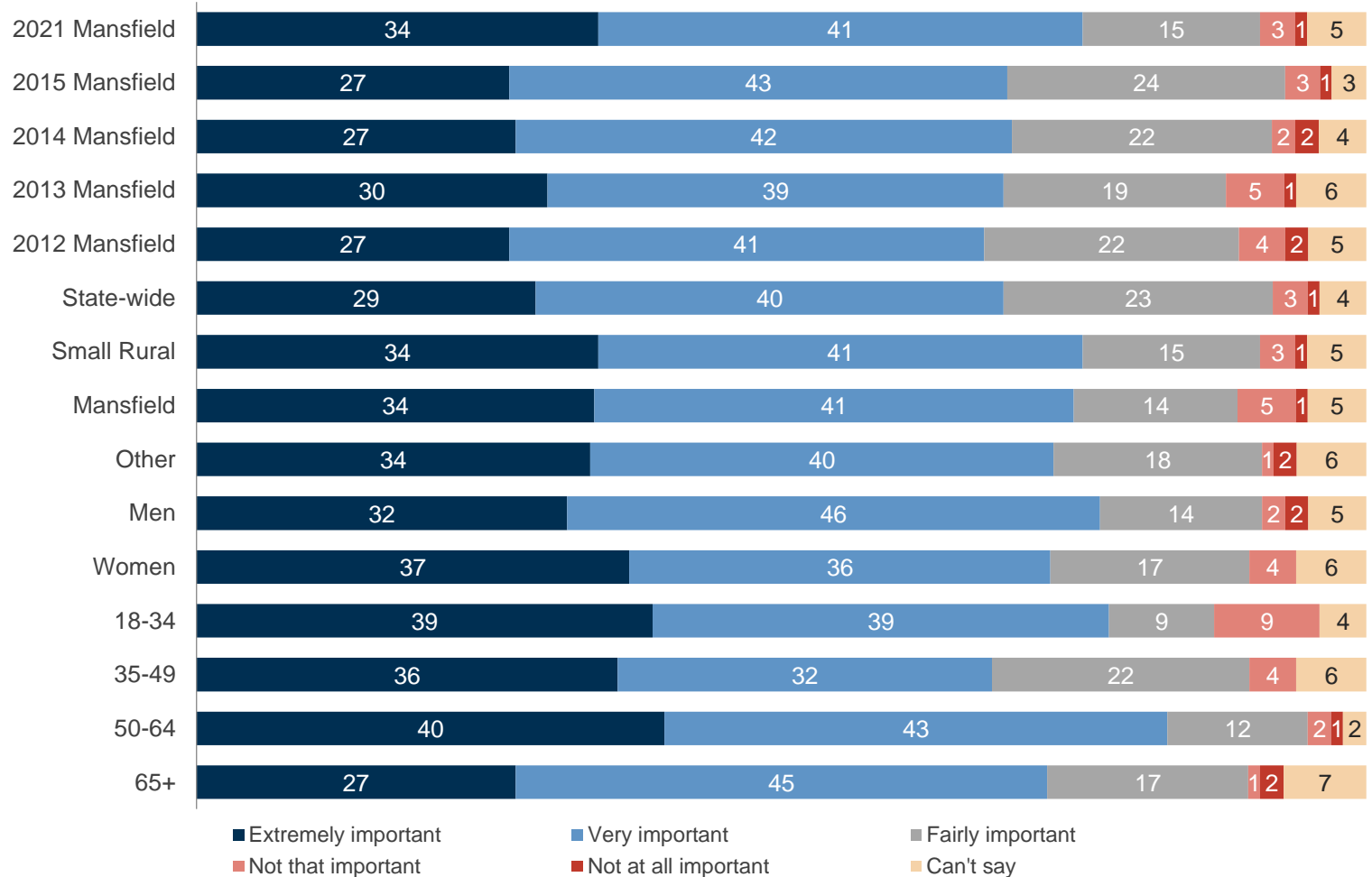Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism importance

WJS

2021 business/development/tourism importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	25	45	24	5	1	
2013 Mansfield	33	39	23	4	1	1
2012 Mansfield	25	48	21	4	1	1
State-wide	24	39	29	6	1	1
Small Rural	29	42	23	4	1	1
Mansfield	26	49	20	5	1	
Other	23	37	33	4	2	1
Men	22	46	25	5	1	
Women	27	44	24	4	1	
18-34	22	61	9	9		
35-49	35	32	29	2	2	
50-64	24	41	28	4	2	
65+	21	46	27	4	1	1

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

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

Council's general town planning policy importance

2021 town planning importance (index scores)

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

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
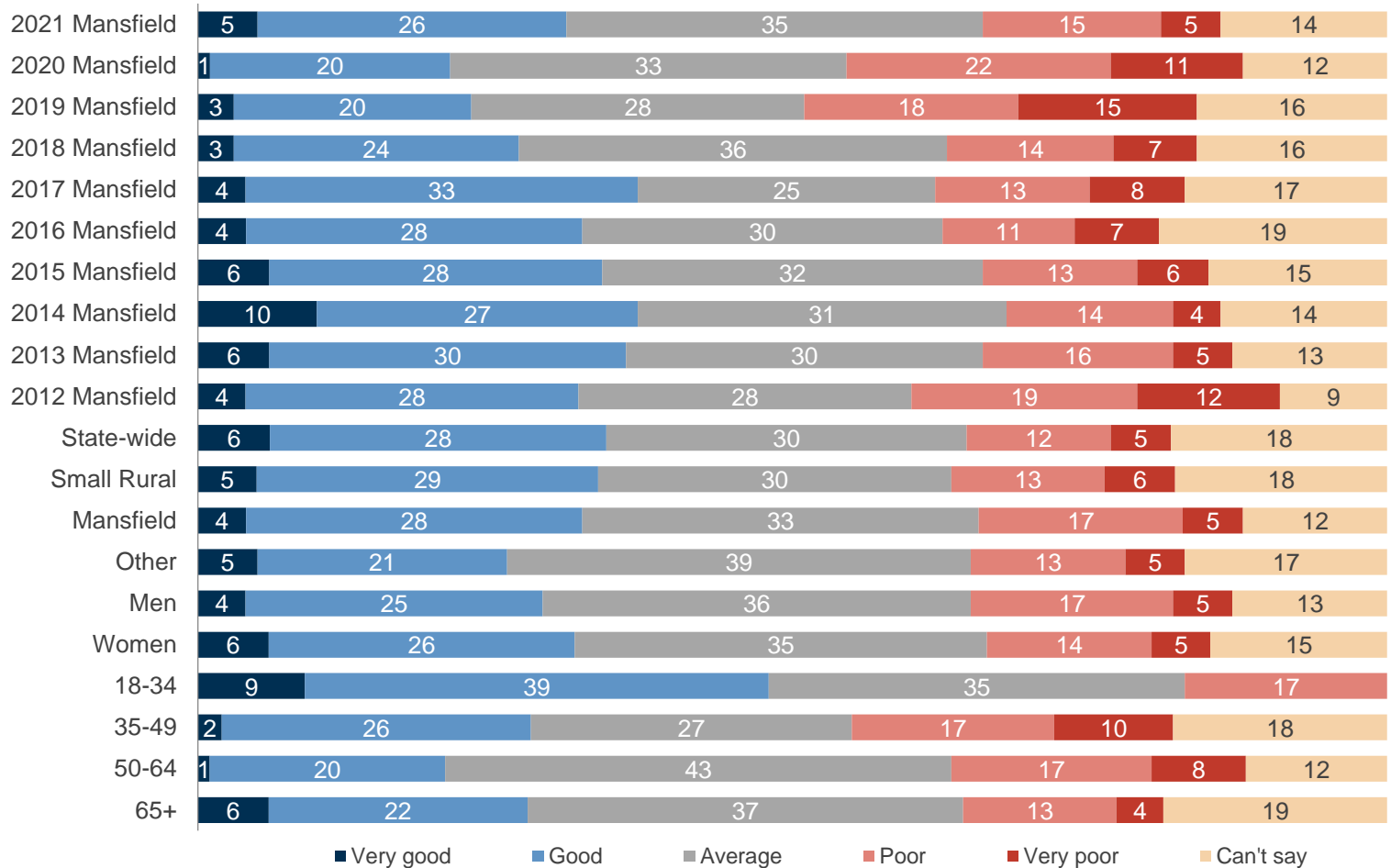*Base: All respondents. Councils asked state-wide: 14 Councils asked group: 1*
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy importance

2021 town planning importance (%)

Group	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	34	41	15	3	1	5
2015 Mansfield	27	43	24	3	1	3
2014 Mansfield	27	42	22	2	2	4
2013 Mansfield	30	39	19	5	1	6
2012 Mansfield	27	41	22	4	2	5
State-wide	29	40	23	3	1	4
Small Rural	34	41	15	3	1	5
Mansfield	34	41	14	5	1	5
Other	34	40	18	1	2	6
Men	32	46	14	2	2	5
Women	37	36	17	4		6
18-34	39	39	9	9		4
35-49	36	32	22	4		6
50-64	40	43	12	2	1	2
65+	27	45	17	1	2	7

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

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 1

Council's general town planning policy performance

2021 town planning performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60▲	43	46	56	55	55	52	72	60	57
State-wide	55	54	55	54	53	52	54	55	55	54
Small Rural	55	50	48	53	51	49	53	n/a	n/a	n/a
65+	55	48	45	52	59	55	60	57	58	54
Women	54	46	45	51	55	54	55	58	55	52
Other	53	44	45	51	50	51	54	53	56	48
Mansfield	53	44	44	51	54	53	55	57	55	48
Mansfield	53	44	43	51	54	54	55	60	54	48
Men	51	42	43	50	53	52	55	56	54	45
35-49	48	44	46	49	50	53	52	54	52	41
50-64	47▼	37	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: 21 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

2021 town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	5	26	35	15	5	14
2020 Mansfield	1	20	33	22	11	12
2019 Mansfield	3	20	28	18	15	16
2018 Mansfield	3	24	36	14	7	16
2017 Mansfield	4	33	25	13	8	17
2016 Mansfield	4	28	30	11	7	19
2015 Mansfield	6	28	32	13	6	15
2014 Mansfield	10	27	31	14	4	14
2013 Mansfield	6	30	30	16	5	13
2012 Mansfield	4	28	28	19	12	9
State-wide	6	28	30	12	5	18
Small Rural	5	29	30	13	6	18
Mansfield	4	28	33	17	5	12
Other	5	21	39	13	5	17
Men	4	25	36	17	5	13
Women	6	26	35	14	5	15
18-34	9	39	35	17		
35-49	2	26	27	17	10	18
50-64	1	20	43	17	8	12
65+	6	22	37	13	4	19

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

Planning and building permits importance

2021 planning and building permits importance (index scores)

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

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits importance

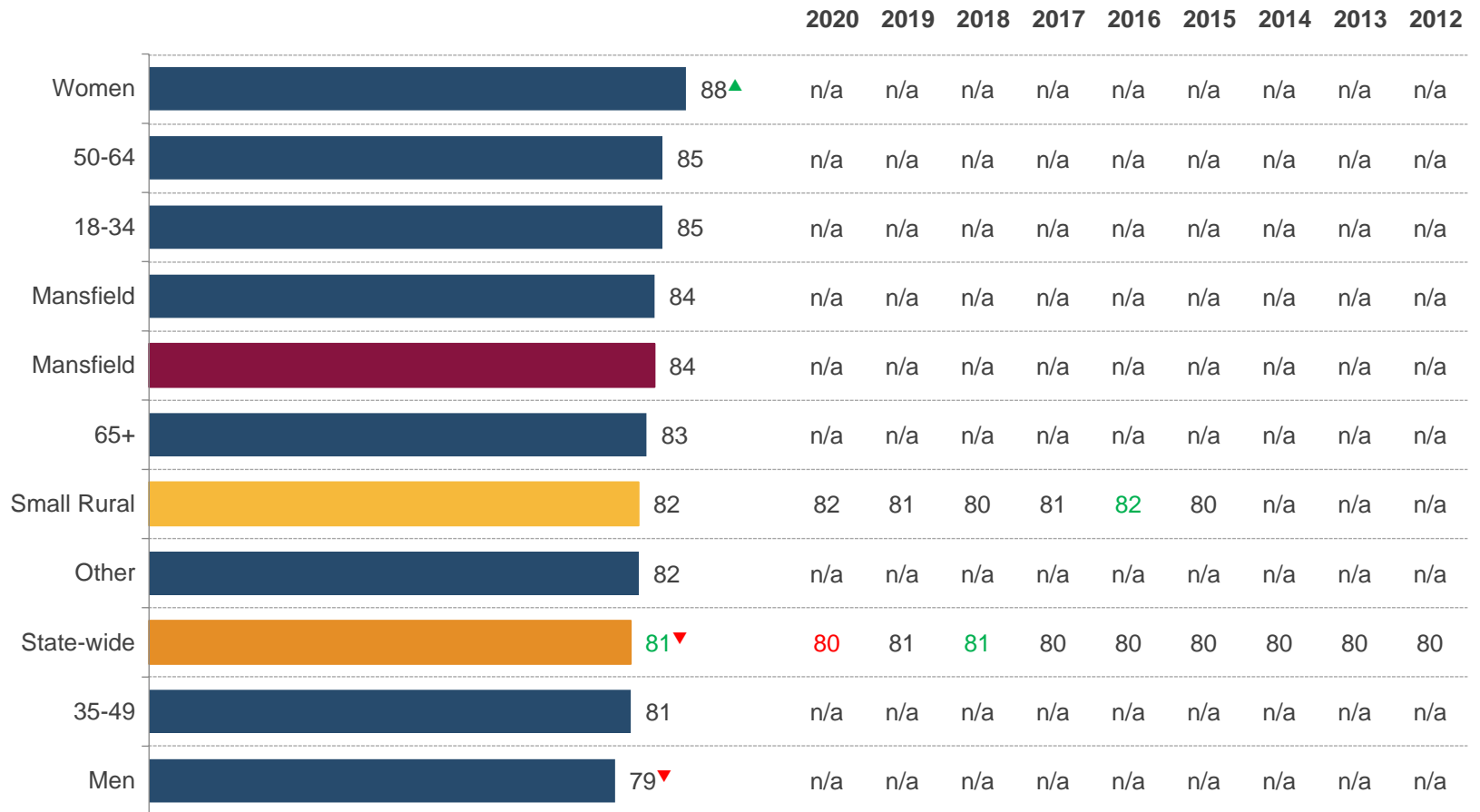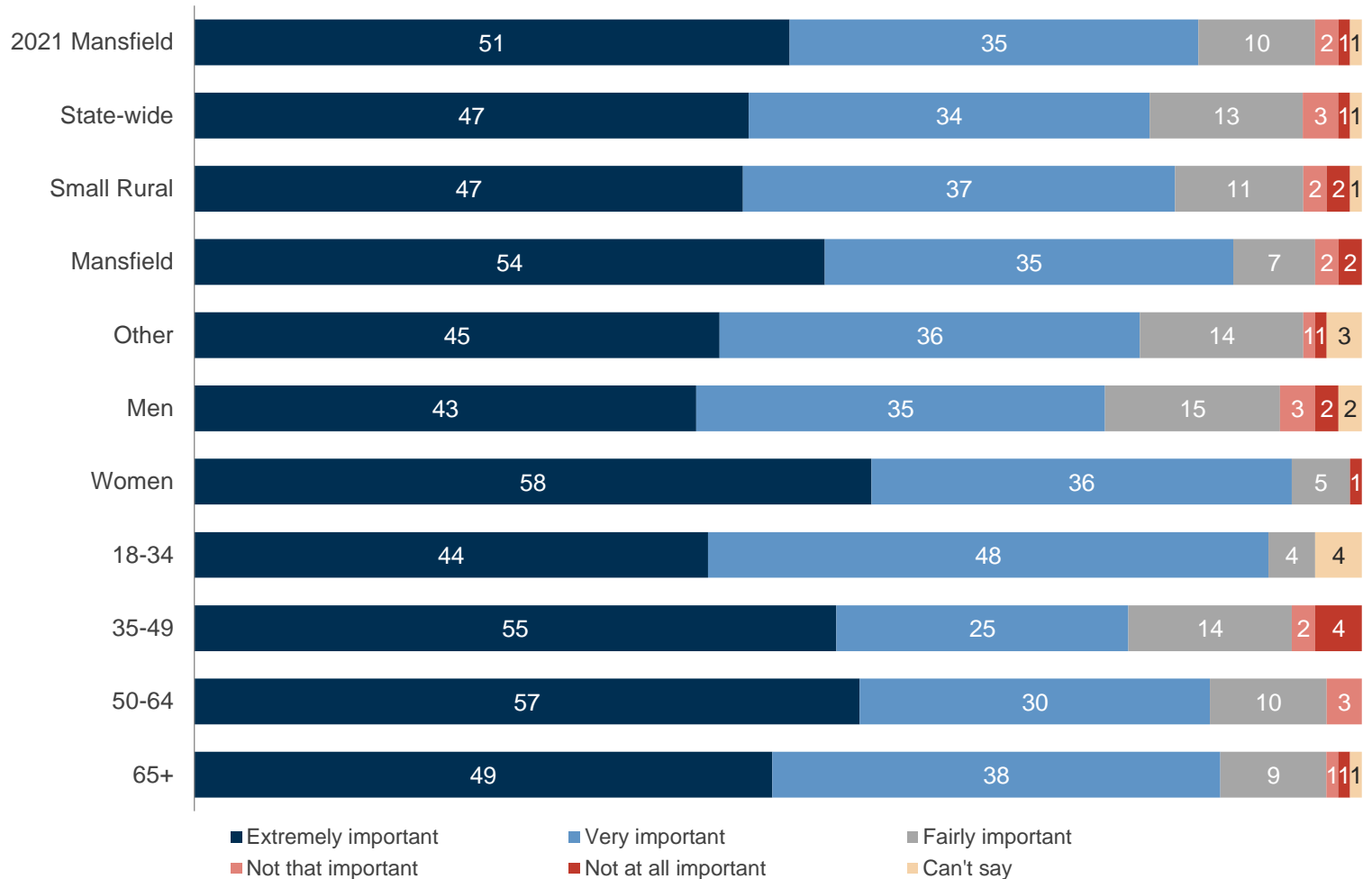## 2021 planning and building permits importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	30	40	21	5	1	3
2015 Mansfield	25	43	24	3	1	3
2014 Mansfield	26	40	27	4		2
State-wide	28	39	24	4	1	3
Small Rural	25	39	25	6	2	3
Mansfield	32	42	16	6	1	3
Other	26	35	32	2	3	2
Men	30	37	20	7	2	3
Women	30	42	23		3	2
18-34	17	43	30	9		
35-49	34	37	18	6	2	2
50-64	35	37	22	2	2	3
65+	31	41	19	4	1	5

- ■ Extremely important
- ■ Very important
- ■ Fairly important
- ■ Not that important
- ■ Not at all important
- ■ Can't say
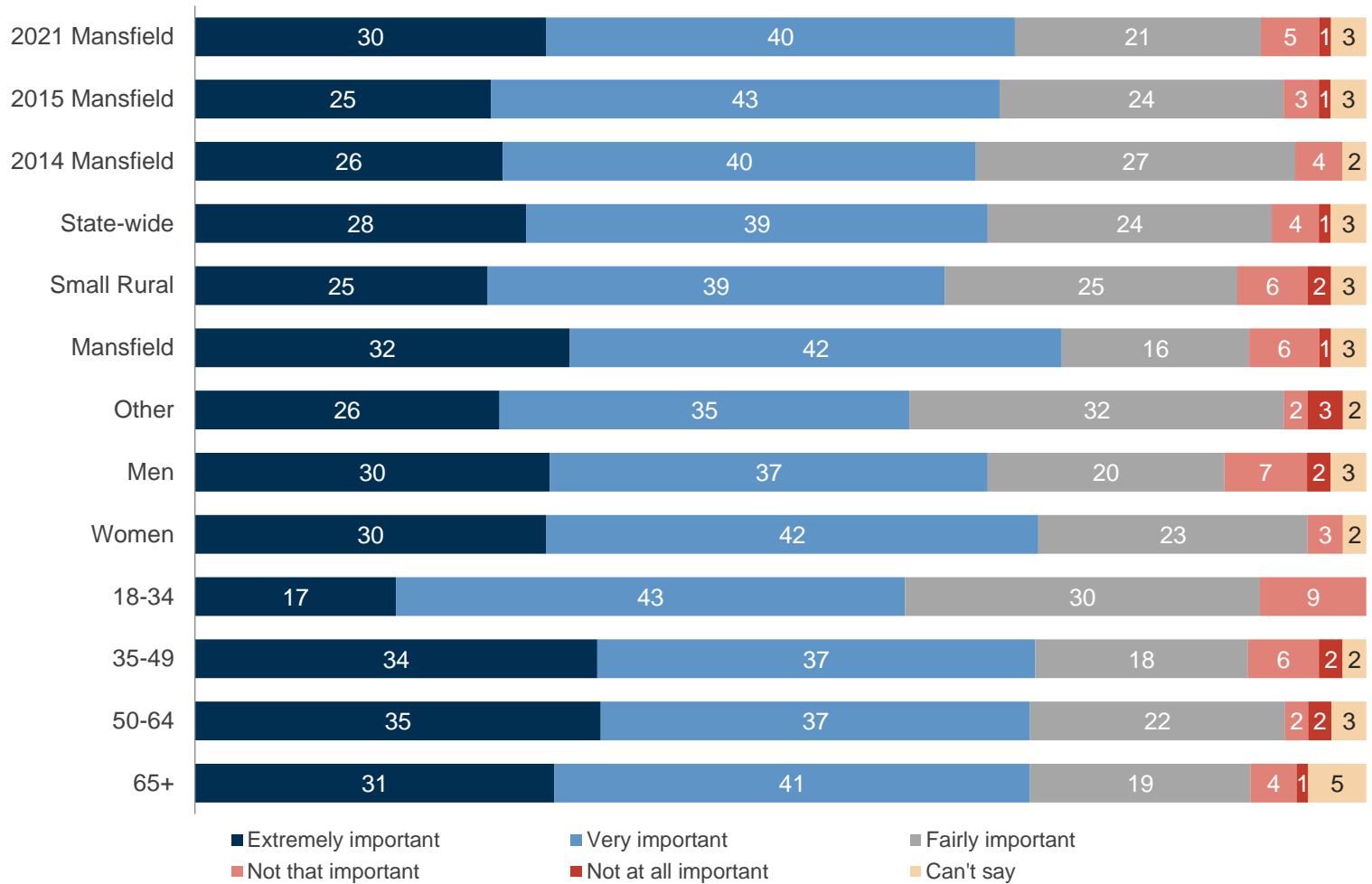
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

Planning and building permits performance

2021 planning and building permits performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53 ▲	37	35	56	44	50	49	63	n/a	n/a
State-wide	51 ▲	51	52	52	51	50	54	53	55	54
65+	51 ▲	41	39	45	52	50	54	52	n/a	n/a
Small Rural	49 ▲	46	48	51	51	50	53	n/a	n/a	n/a
Other	48	38	35	50	46	45	49	50	n/a	n/a
50-64	45	35	33	44	41	42	47	53	n/a	n/a
Men	45	40	33	46	44	48	48	51	n/a	n/a
Mansfield	45	40	36	46	45	48	50	55	n/a	n/a
Women	45	40	40	46	46	49	52	58	n/a	n/a
Mansfield	44	41	36	45	43	49	51	58	n/a	n/a
35-49	30 ▼	46	38	42	40	51	48	52	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
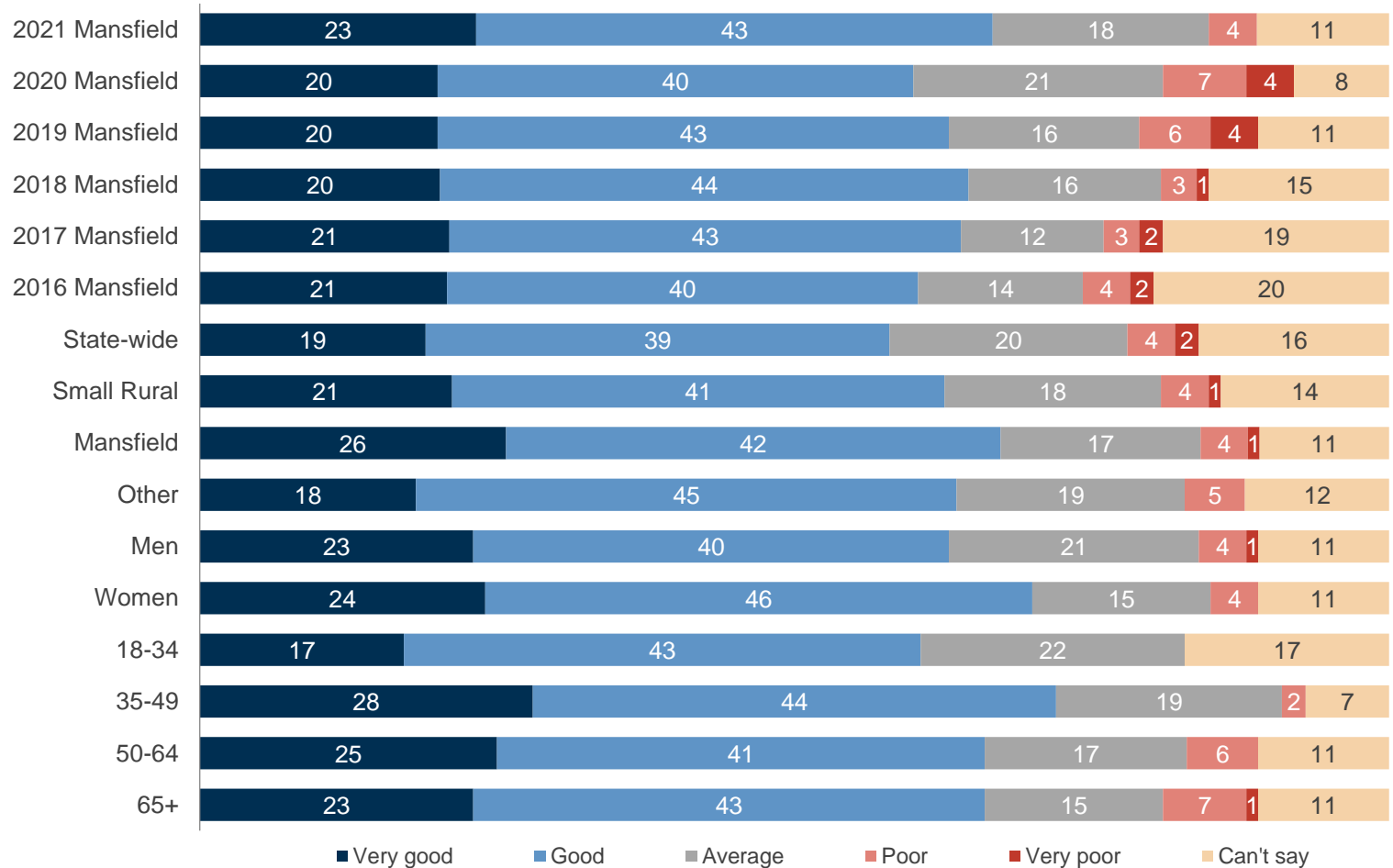*Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7*
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2021 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	4	21	25	19	12	19
2020 Mansfield	2	13	31	17	16	20
2019 Mansfield	2	13	24	22	20	18
2018 Mansfield	5	16	31	16	11	21
2017 Mansfield	3	18	29	13	13	24
2016 Mansfield	4	20	24	15	9	29
2015 Mansfield	4	23	29	14	9	21
2014 Mansfield	6	27	29	12	6	19
State-wide	6	23	27	13	8	23
Small Rural	5	20	27	14	10	24
Mansfield	3	20	25	19	14	20
Other	5	22	25	20	10	18
Men	4	21	24	24	10	18
Women	4	20	27	14	15	20
18-34	4	26	26	9	9	26
35-49		15	14	30	27	13
50-64	2	22	32	19	11	14
65+	7	20	28	18	7	21
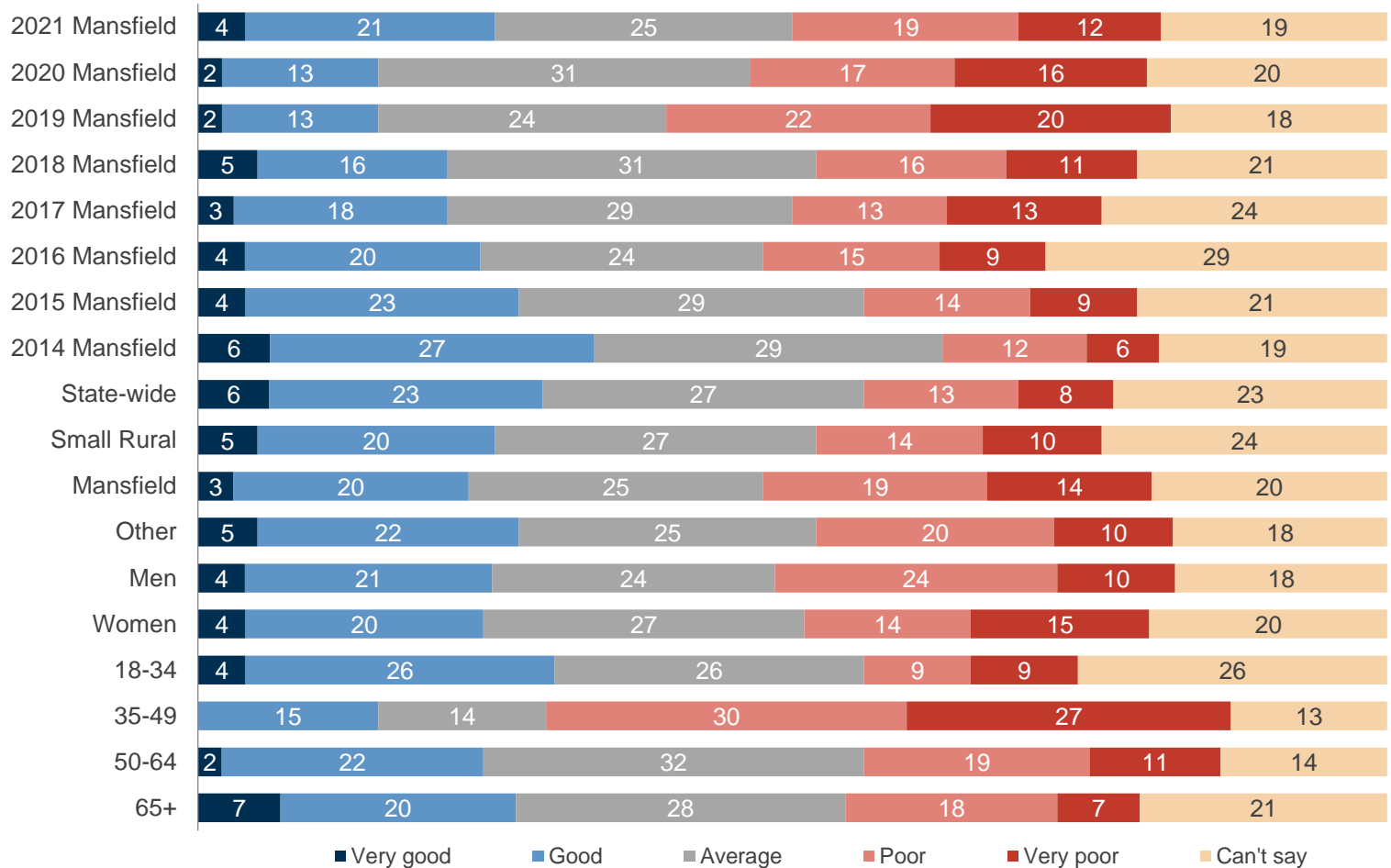
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 7

Emergency and disaster management importance

2021 emergency and disaster management importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women — 88 ▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64 — 85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34 — 85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield — 84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield — 84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+ — 83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural — 82	82	81	80	81	82	80	n/a	n/a	n/a
Other — 82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide — 81 ▼	80	81	81	80	80	80	80	80	80
35-49 — 81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men — 79 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4
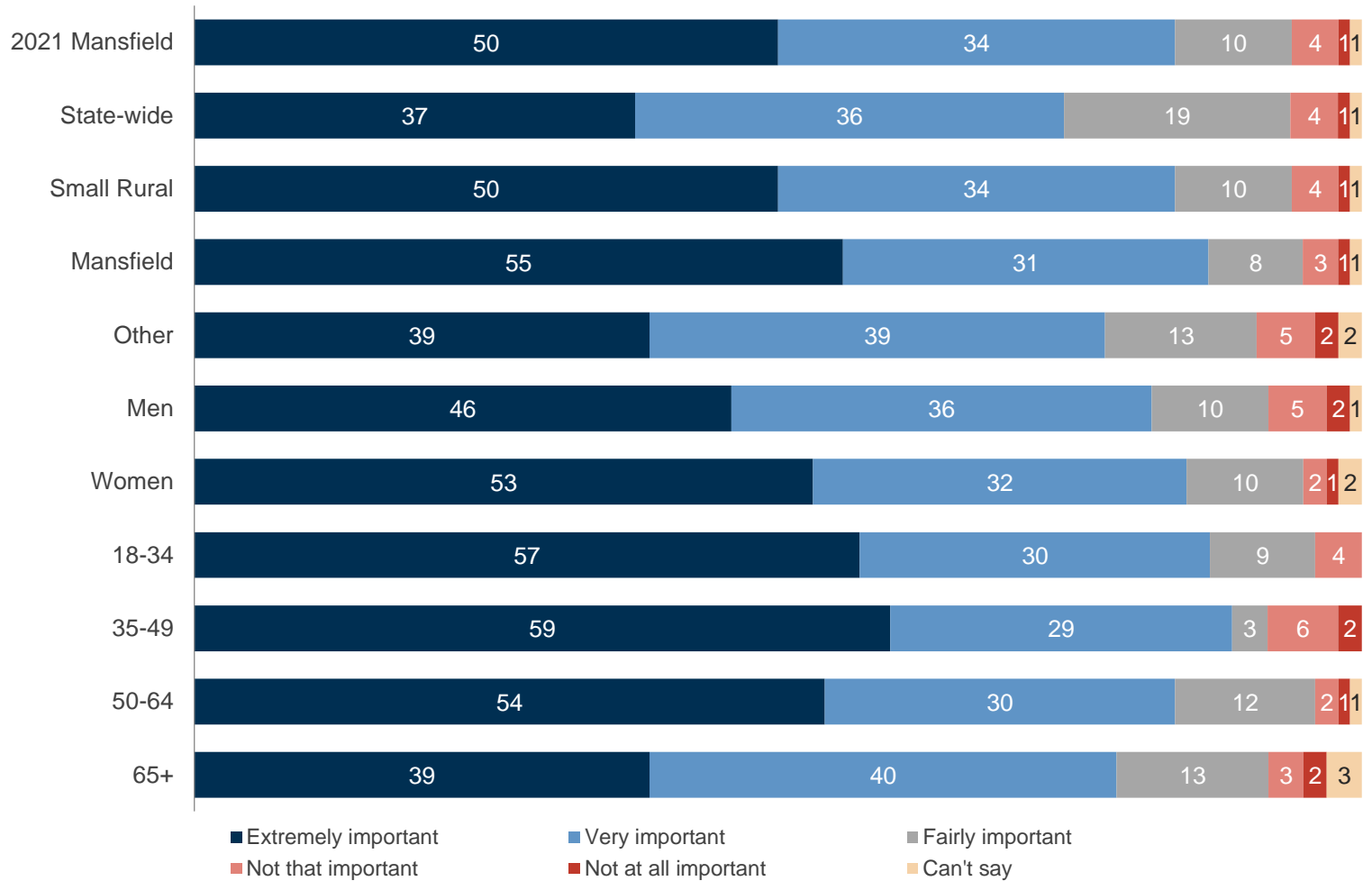*Note: Please see Appendix A for explanation of significant differences.*

Emergency and disaster management importance

2021 emergency and disaster management importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	51	35	10	2	1	1
State-wide	47	34	13	3	1	1
Small Rural	47	37	11	2	2	1
Mansfield	54	35	7	2		2
Other	45	36	14	1	1	3
Men	43	35	15	3	2	2
Women	58	36	5	1		
18-34	44	48	4			4
35-49	55	25	14	2	4	
50-64	57	30	10	3		
65+	49	38	9	1	1	1

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

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

Emergency and disaster management performance

2021 emergency and disaster management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	77	69	69	70	67	76	n/a	n/a	n/a	n/a
Women	75	66	73	74	76	72	n/a	n/a	n/a	n/a
Mansfield	75	70	70	75	76	75	n/a	n/a	n/a	n/a
50-64	74	62	68	71	73	70	n/a	n/a	n/a	n/a
Mansfield	74	68	70	73	74	73	n/a	n/a	n/a	n/a
18-34	74	70	68	76	80	72	n/a	n/a	n/a	n/a
Men	73	69	67	72	73	74	n/a	n/a	n/a	n/a
65+	72	69	72	74	77	73	n/a	n/a	n/a	n/a
Small Rural	72	70	72	72	72	71	70	n/a	n/a	n/a
Other	72	64	71	71	70	70	n/a	n/a	n/a	n/a
State-wide	71 ▼	68	72	71	70	69	70	71	70	70

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: 5
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

2021 emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	23	43	18	4		11
2020 Mansfield	20	40	21	7	4	8
2019 Mansfield	20	43	16	6	4	11
2018 Mansfield	20	44	16	3	1	15
2017 Mansfield	21	43	12	3	2	19
2016 Mansfield	21	40	14	4	2	20
State-wide	19	39	20	4	2	16
Small Rural	21	41	18	4	1	14
Mansfield	26	42	17	4	1	11
Other	18	45	19	5		12
Men	23	40	21	4	1	11
Women	24	46	15	4		11
18-34	17	43	22			17
35-49	28	44	19		2	7
50-64	25	41	17	6		11
65+	23	43	15	7	1	11

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

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

Planning for population growth in the area importance

2021 population growth importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	77 ▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76 ▼	76	77	77	76	76	75	75	75	75

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: 15 Councils asked group: 1
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area importance

2021 population growth importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	50	34	10	4	1	1
State-wide	37	36	19	4	1	1
Small Rural	50	34	10	4	1	1
Mansfield	55	31	8	3	1	1
Other	39	39	13	5	2	2
Men	46	36	10	5	2	1
Women	53	32	10	2	1	2
18-34	57	30	9	4		
35-49	59	29	3	6	2	
50-64	54	30	12	2	1	1
65+	39	40	13	3	2	3

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

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1

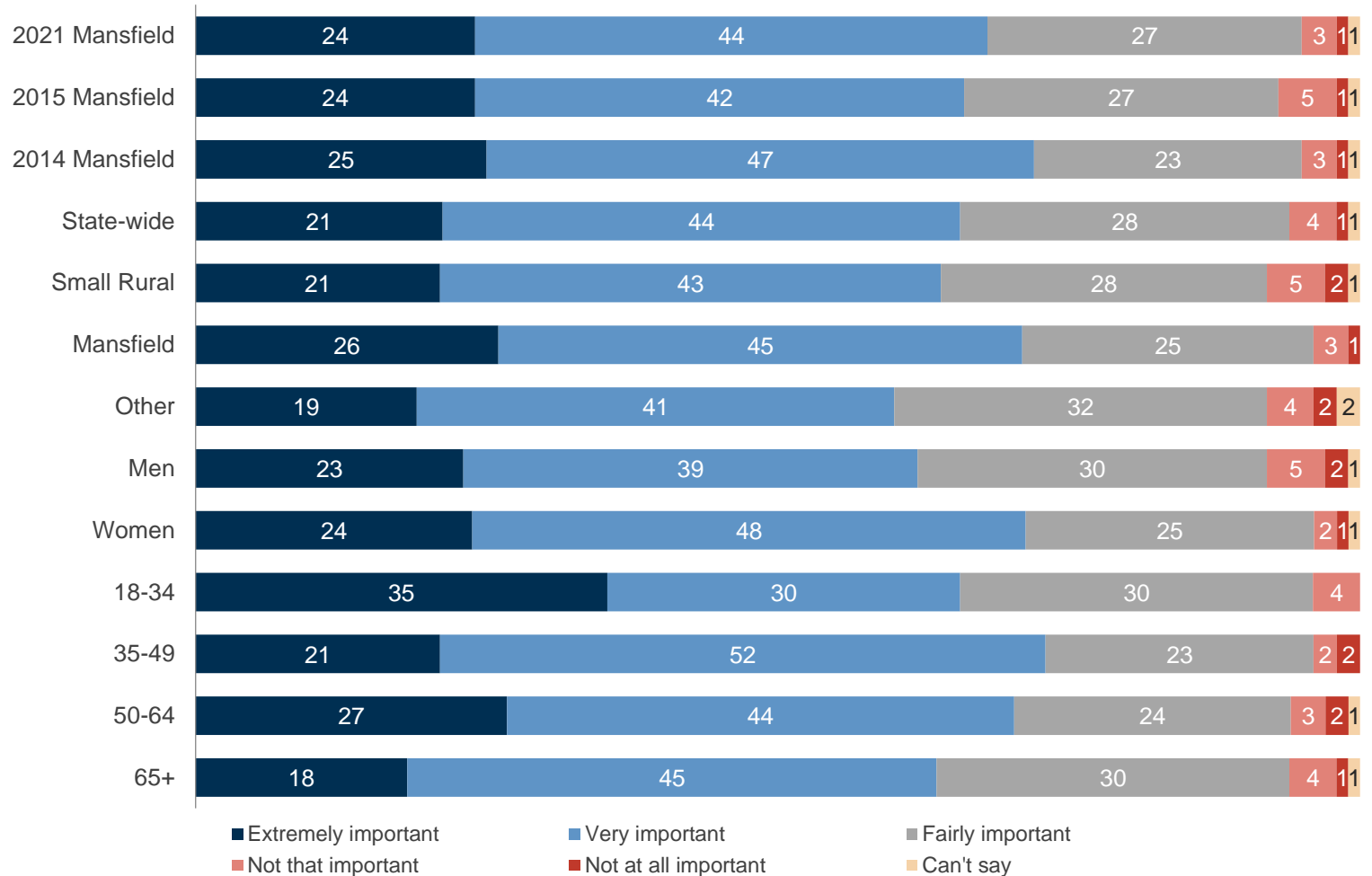# Planning for population growth in the area performance

2021 population growth performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	48	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53▲	51	52	52	52	51	54	54	54	52
Small Rural	52	44	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	50	44	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	50	47	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	49	45	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	49	44	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	43	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	48	44	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	46	43	40	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45	36	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: 18 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area performance

2021 population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	7	21	30	22	8	12
2020 Mansfield	4	21	25	27	12	11
2019 Mansfield	6	22	26	23	14	10
State-wide	7	26	30	16	7	15
Small Rural	7	24	30	17	7	14
Mansfield	7	20	31	24	8	8
Other	7	21	28	18	8	18
Men	5	23	27	27	5	13
Women	9	19	33	18	11	11
18-34	13	26	26	30		4
35-49	6	22	27	21	13	11
50-64	2	16	39	21	8	13
65+	7	19	29	19	8	18

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
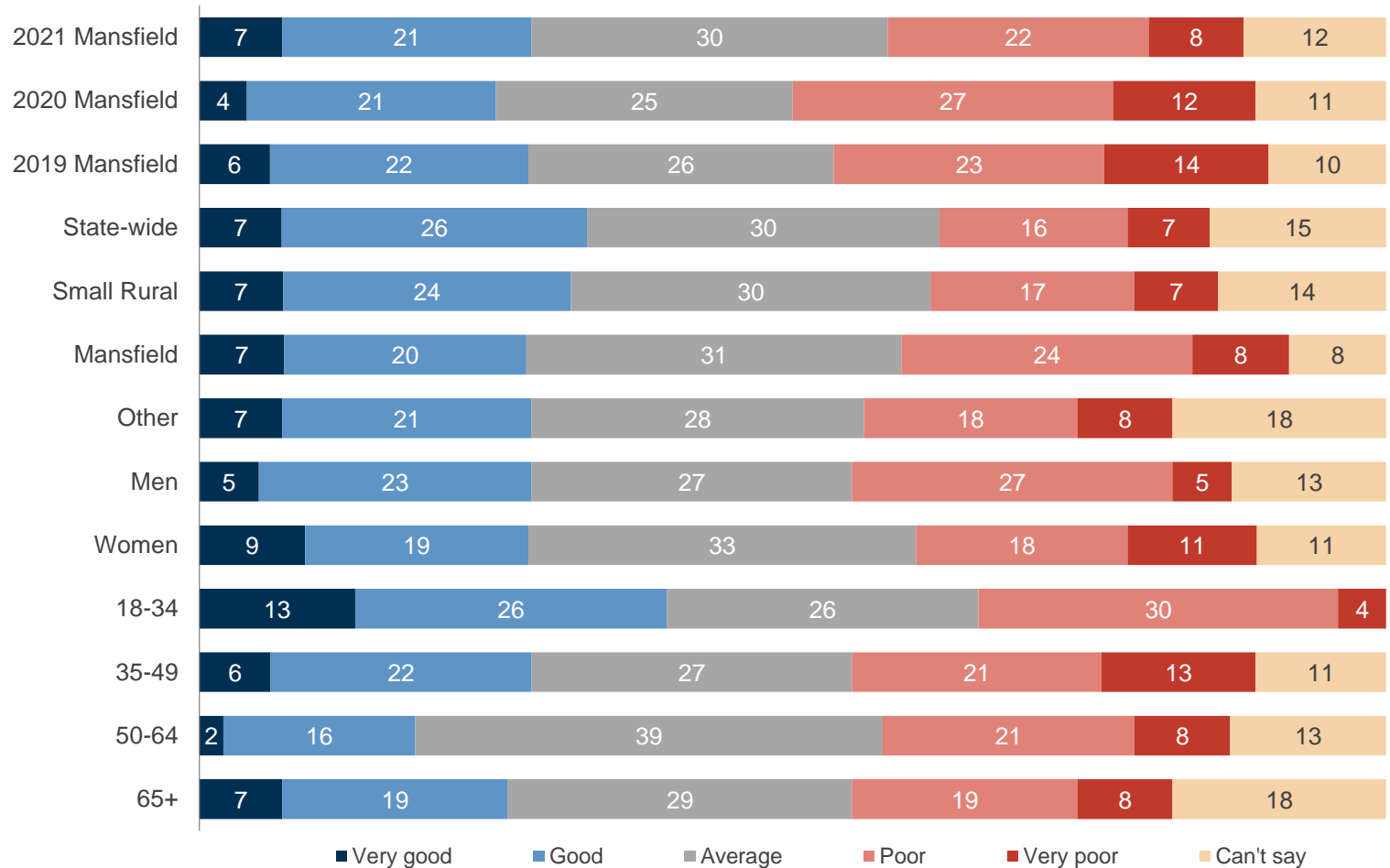
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2

Maintenance of unsealed roads in your area importance

2021 unsealed roads importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Other	85	n/a	n/a	n/a	n/a	n/a	81	83	84	84
35-49	85	n/a	n/a	n/a	n/a	n/a	79	82	85	79
Women	85	n/a	n/a	n/a	n/a	n/a	81	83	83	82
50-64	84	n/a	n/a	n/a	n/a	n/a	79	83	82	83
Small Rural	84	83	82	84	81	81	82	n/a	n/a	n/a
Mansfield	83	n/a	n/a	n/a	n/a	n/a	79	81	80	80
65+	81	n/a	n/a	n/a	n/a	n/a	79	80	78	80
State-wide	81 ▼	80	80	80	79	79	78	78	81	80
Mansfield	81	n/a	n/a	n/a	n/a	n/a	77	79	77	78
Men	81	n/a	n/a	n/a	n/a	n/a	77	80	78	78
18-34	80	n/a	n/a	n/a	n/a	n/a	79	80	76	78

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area importance

2021 unsealed roads importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	46	38	13	1		1
2015 Mansfield	40	38	19	2		1
2014 Mansfield	45	36	16	2		1
2013 Mansfield	42	39	15	2	1	1
2012 Mansfield	42	40	15	2		1
State-wide	45	36	15	2	1	1
Small Rural	50	36	11	1	1	1
Mansfield	42	42	14	2		1
Other	55	30	13		1	2
Men	45	34	17	2		1
Women	48	41	9			1
18-34	48	30	17		4	
35-49	52	33	13			2
50-64	51	34	14			2
65+	40	46	12	1	1	1

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

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

JWS RESEARCH 119

Maintenance of unsealed roads in your area performance

2021 unsealed roads performance (index scores)
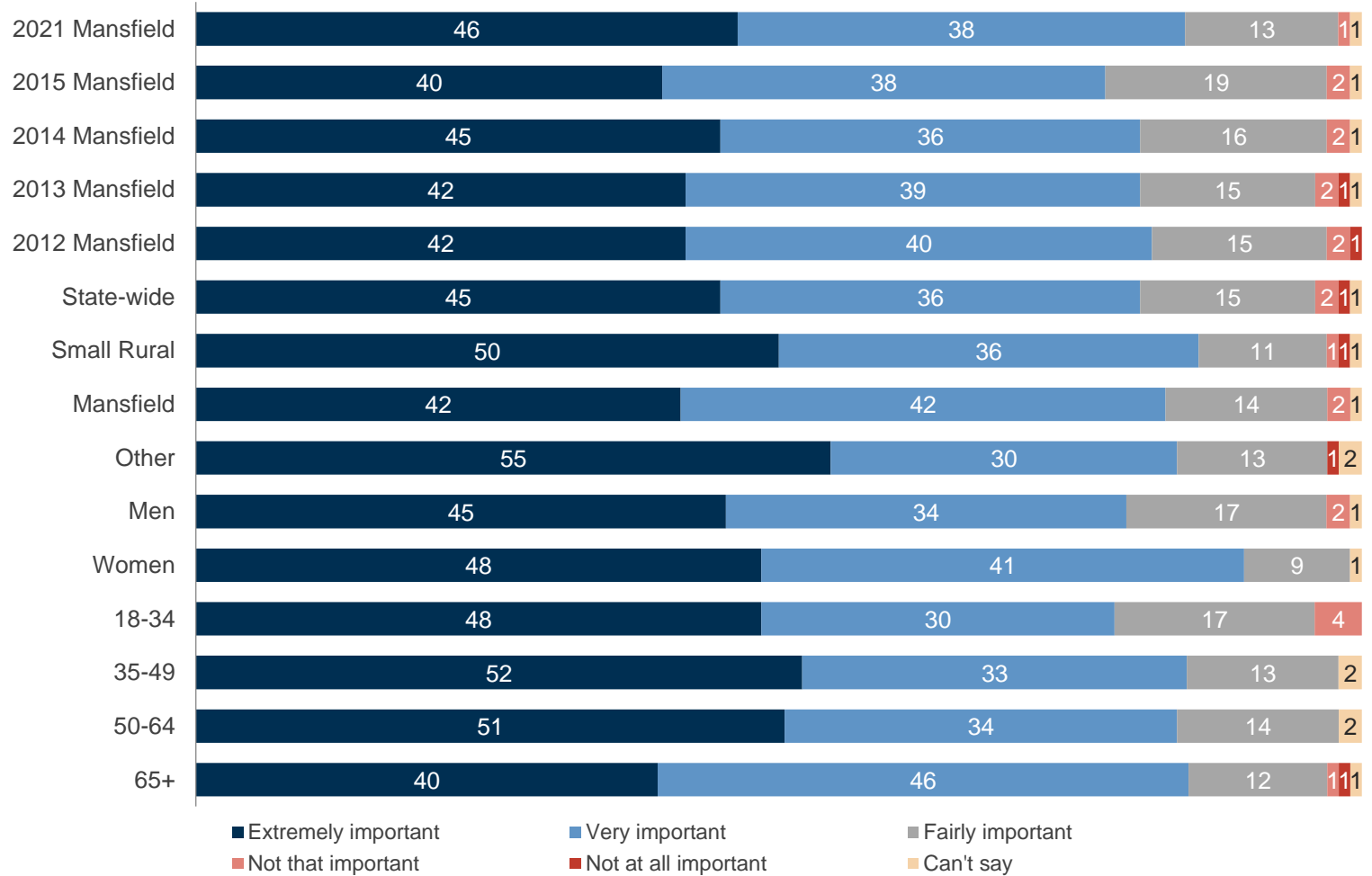
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	48	42	41	39	40	50	47	49	45	41
50-64	48	37	38	39	52	42	48	41	41	41
Women	48	42	40	39	47	46	49	47	44	45
Mansfield	47	46	39	41	55	51	51	54	49	45
Mansfield	45	44	41	40	50	48	49	47	45	43
State-wide	45	44	44	43	44	43	45	45	44	46
65+	45	43	43	41	51	50	52	48	48	45
Small Rural	44	43	43	40	43	44	45	n/a	n/a	n/a
Men	43	45	42	42	54	50	49	47	46	41
Other	42	40	44	39	42	43	49	41	43	39
18-34	40	53	40	43	59	48	48	50	46	45

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: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance

2021 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	7	18	35	18	16	4
2020 Mansfield	5	21	31	20	18	5
2019 Mansfield	5	19	29	22	20	5
2018 Mansfield	3	20	31	23	20	3
2017 Mansfield	8	26	31	17	12	6
2016 Mansfield	5	25	34	20	11	6
2015 Mansfield	9	26	27	20	14	4
2014 Mansfield	6	26	30	23	13	3
2013 Mansfield	5	22	32	24	14	3
2012 Mansfield	4	23	29	22	19	3
State-wide	5	22	31	21	15	6
Small Rural	5	21	31	22	15	5
Mansfield	7	21	36	17	14	5
Other	7	14	35	20	20	3
Men	6	18	34	19	19	4
Women	9	19	36	17	14	5
18-34	4	13	43	9	26	4
35-49	10	23	31	16	17	2
50-64	8	21	35	18	13	5
65+	6	17	34	24	13	6
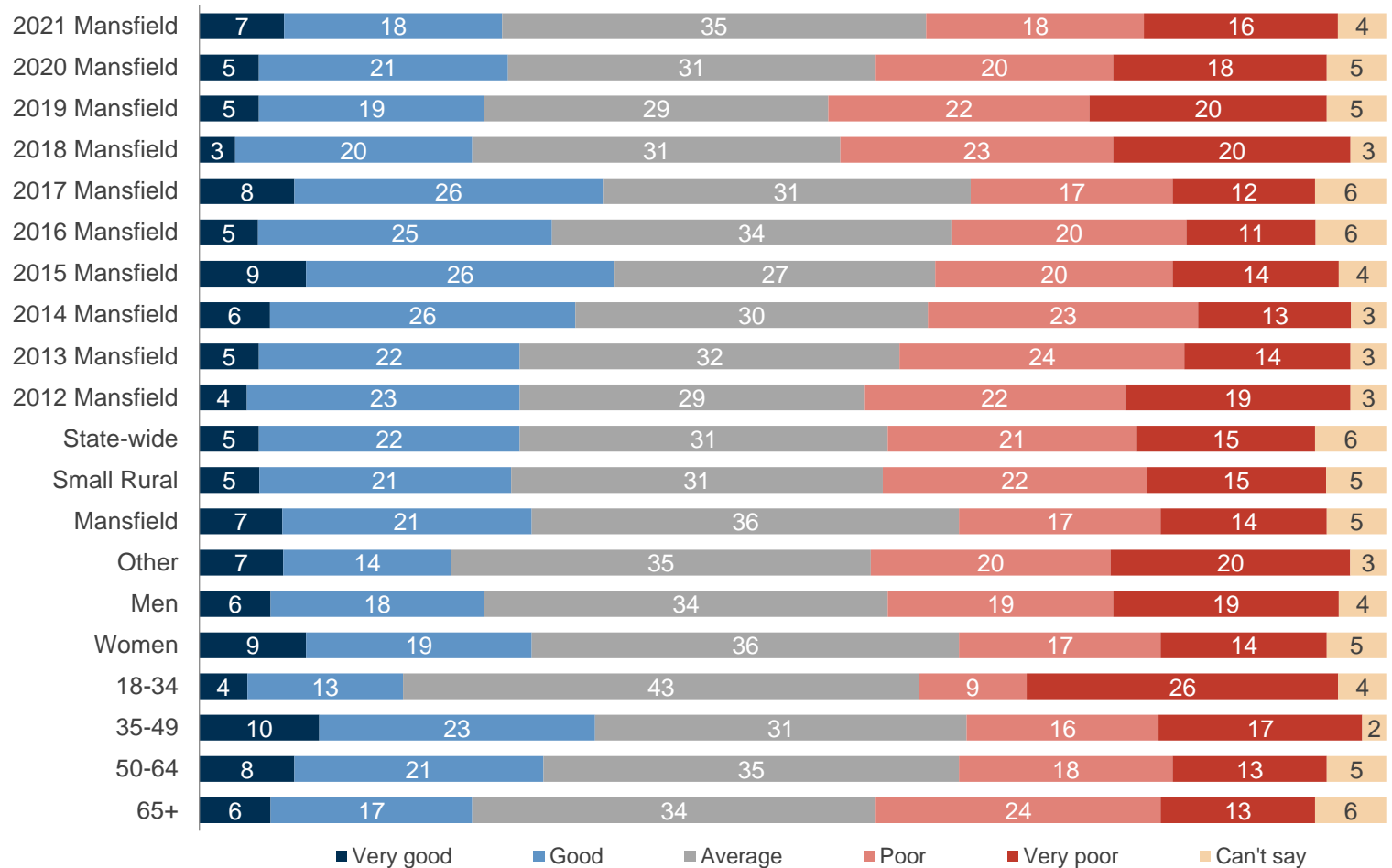
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

Business and community development importance

2021 business/community development importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	74	n/a	n/a	n/a	n/a	n/a	68	75	n/a	n/a
Mansfield	74	n/a	n/a	n/a	n/a	n/a	70	74	n/a	n/a
Women	74	n/a	n/a	n/a	n/a	n/a	71	74	n/a	n/a
50-64	73	n/a	n/a	n/a	n/a	n/a	71	75	n/a	n/a
35-49	72	n/a	n/a	n/a	n/a	n/a	71	72	n/a	n/a
Mansfield	72	n/a	n/a	n/a	n/a	n/a	71	73	n/a	n/a
State-wide	70	69	69	69	70	70	69	69	n/a	n/a
Men	70	n/a	n/a	n/a	n/a	n/a	70	72	n/a	n/a
Small Rural	69 ▼	68	70	n/a	n/a	n/a	71	n/a	n/a	n/a
65+	69	n/a	n/a	n/a	n/a	n/a	72	71	n/a	n/a
Other	68	n/a	n/a	n/a	n/a	n/a	72	71	n/a	n/a

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Business and community development importance

2021 business/community development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	24	44	27	3	1	1
2015 Mansfield	24	42	27	5	1	1
2014 Mansfield	25	47	23	3	1	1
State-wide	21	44	28	4	1	1
Small Rural	21	43	28	5	2	1
Mansfield	26	45	25	3	1	
Other	19	41	32	4	2	2
Men	23	39	30	5	2	1
Women	24	48	25	2	1	1
18-34	35	30	30	4		
35-49	21	52	23	2	2	
50-64	27	44	24	3	2	1
65+	18	45	30	4	1	1

Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2

Business and community development performance

2021 business/community development performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Women — 66 ▲	63	62	63	68	64	67	68	n/a	n/a
Mansfield — 63	60	61	62	65	65	63	68	n/a	n/a
65+ — 62	61	63	61	68	61	67	67	n/a	n/a
18-34 — 62	67	58	69	64	69	61	64	n/a	n/a
Mansfield — 61	59	59	61	65	62	63	65	n/a	n/a
50-64 — 61	53	53	57	62	58	60	64	n/a	n/a
State-wide — 60	59	61	60	60	60	60	62	n/a	n/a
35-49 — 60	56	62	59	64	62	63	66	n/a	n/a
Small Rural — 58 ▼	57	60	61	65	62	61	n/a	n/a	n/a
Other — 58	57	57	59	63	57	65	62	n/a	n/a
Men — 56 ▼	56	57	60	62	61	60	63	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

2021 business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	9	33	33	8	2	15
2020 Mansfield	5	44	25	8	6	11
2019 Mansfield	9	32	31	10	4	14
2018 Mansfield	7	40	28	10	2	12
2017 Mansfield	12	43	23	7	3	11
2016 Mansfield	9	38	22	9	3	19
2015 Mansfield	10	37	26	8	2	16
2014 Mansfield	13	37	30	6	1	13
State-wide	8	33	34	9	3	14
Small Rural	8	30	35	10	3	14
Mansfield	10	36	33	7	2	13
Other	6	28	33	11	2	19
Men	6	28	36	12	4	15
Women	11	39	30	4	1	15
18-34	9	44	26	9	4	9
35-49	12	27	35	14	2	11
50-64	7	34	39	5	3	13
65+	8	31	32	6	1	21

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

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

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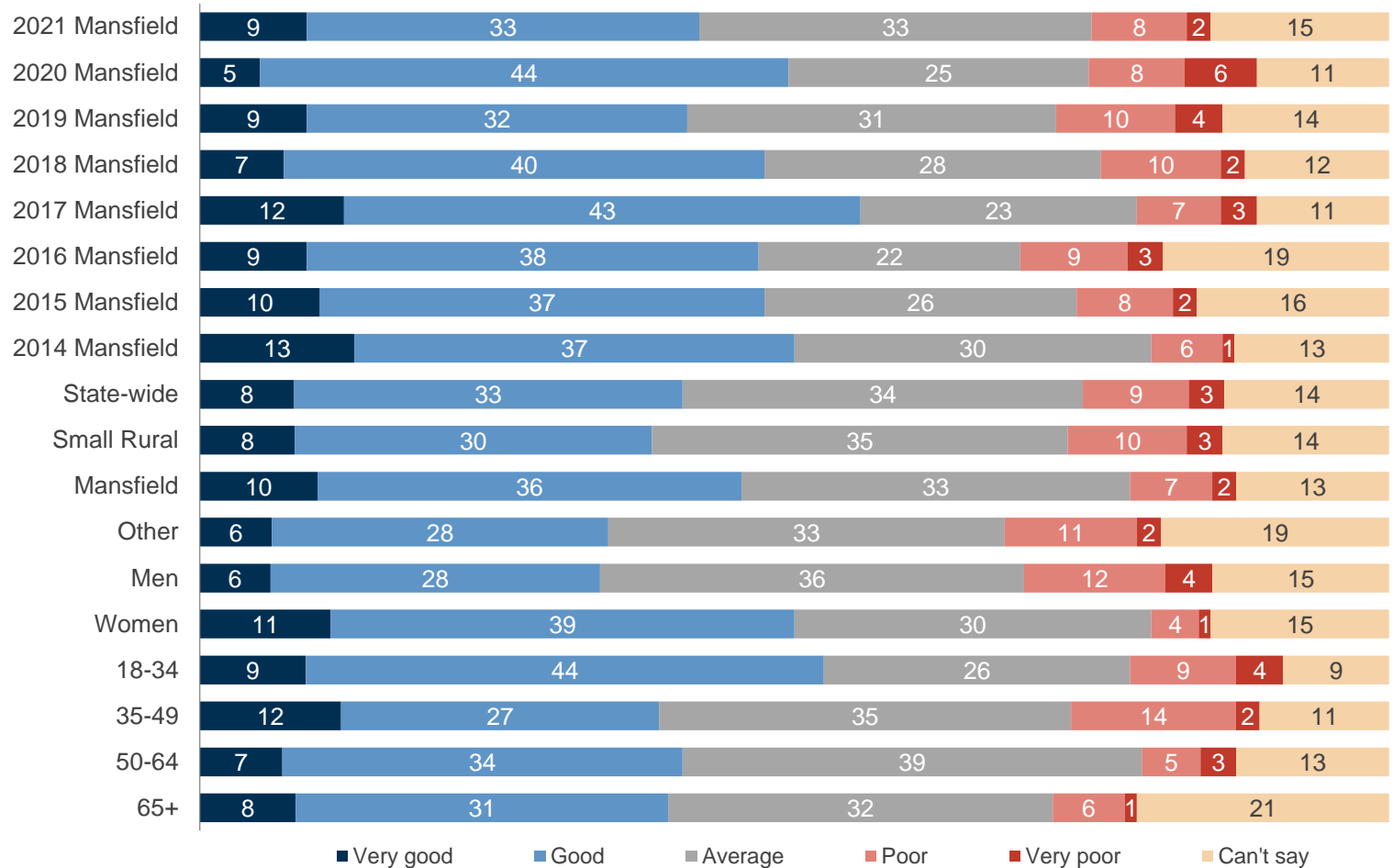
Tourism development importance

2021 tourism development importance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	72	n/a	n/a	n/a	n/a	n/a	71	71	n/a	n/a
Women	70	n/a	n/a	n/a	n/a	n/a	70	72	n/a	n/a
Mansfield	69	n/a	n/a	n/a	n/a	n/a	72	75	n/a	n/a
50-64	68	n/a	n/a	n/a	n/a	n/a	74	72	n/a	n/a
Mansfield	68	n/a	n/a	n/a	n/a	n/a	72	73	n/a	n/a
65+	67	n/a	n/a	n/a	n/a	n/a	73	73	n/a	n/a
Other	67	n/a	n/a	n/a	n/a	n/a	72	72	n/a	n/a
Men	66	n/a	n/a	n/a	n/a	n/a	74	74	n/a	n/a
18-34	66	n/a	n/a	n/a	n/a	n/a	68	78	n/a	n/a
Small Rural	64 ▼	58	64	n/a	n/a	n/a	72	n/a	n/a	n/a
State-wide	63 ▼	62	59	61	62	63	65	65	n/a	n/a

Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Tourism development importance

2021 tourism development importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2021 Mansfield	26	36	29	5	4	1
2015 Mansfield	27	40	25	5	1	1
2014 Mansfield	31	37	24	5	1	1
State-wide	17	35	33	9	4	1
Small Rural	19	36	31	8	5	
Mansfield	27	36	29	3	5	
Other	24	35	28	9	3	1
Men	25	33	28	7	6	
Women	26	38	30	4	2	1
18-34	22	35	35	4	4	
35-49	40	22	29	6	4	
50-64	22	40	28	5	4	1
65+	21	41	26	6	4	1

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say
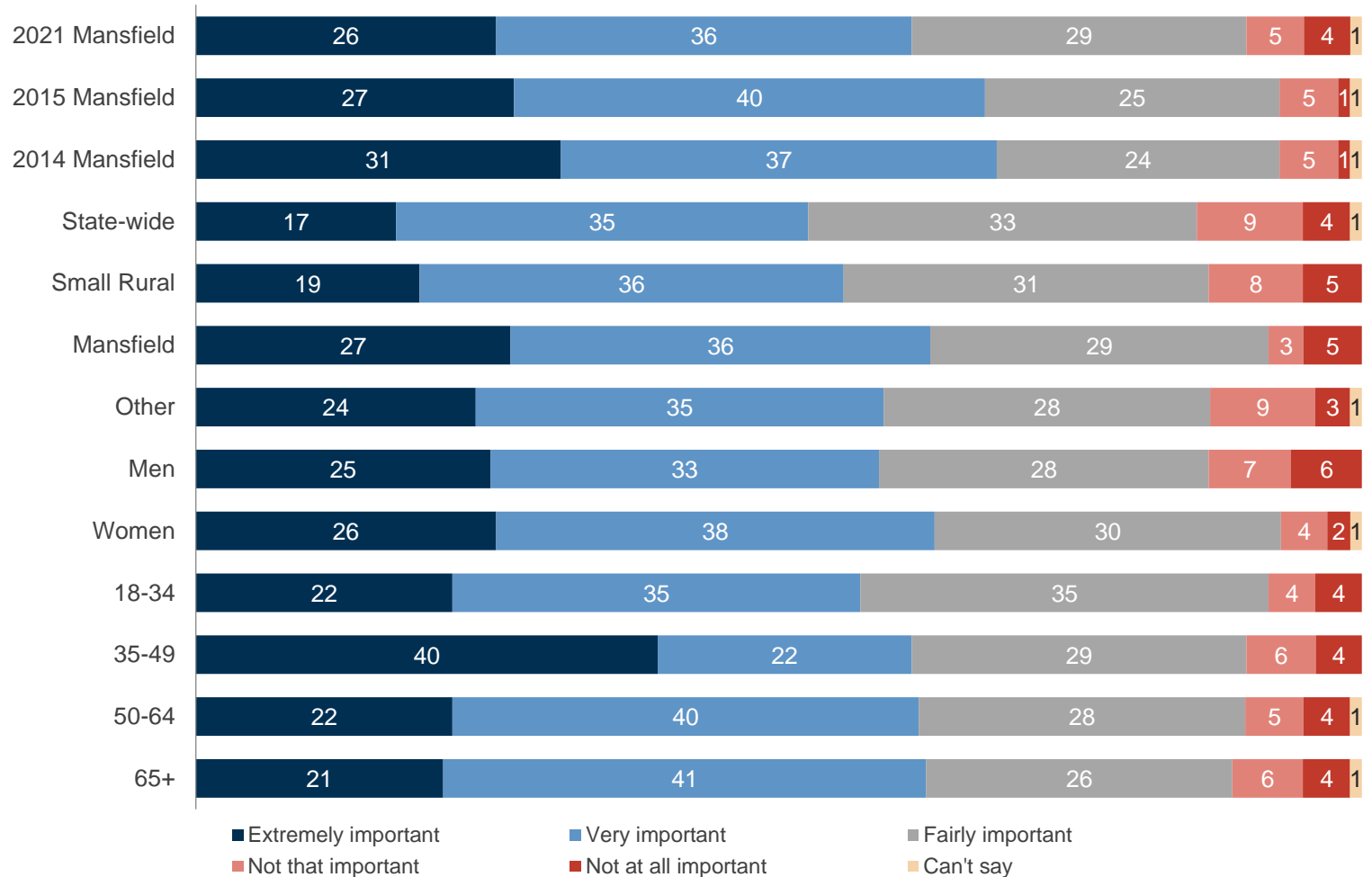
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 3

Tourism development performance

2021 tourism development performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	70	60	65	65	72	69	72	73	n/a	n/a
Mansfield	69	67	67	72	75	73	75	76	n/a	n/a
65+	69	68	68	69	76	72	78	76	n/a	n/a
Women	68	67	67	71	77	72	76	77	n/a	n/a
Mansfield	67	65	67	71	75	73	75	75	n/a	n/a
Men	66	63	67	71	73	74	73	73	n/a	n/a
35-49	64	63	73	77	77	75	75	74	n/a	n/a
Other	63	62	65	70	74	73	74	74	n/a	n/a
18-34	63	68	60	78	76	78	72	78	n/a	n/a
Small Rural	63 ▼	63	66	67	67	64	63	n/a	n/a	n/a
State-wide	62 ▼	62	63	63	63	63	63	64	n/a	n/a

Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.

Tourism development performance

2021 tourism development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2021 Mansfield	18	39	27	8	2	7
2020 Mansfield	18	43	21	10	5	4
2019 Mansfield	20	40	24	9	4	3
2018 Mansfield	26	41	20	7	2	4
2017 Mansfield	33	41	13	6	2	5
2016 Mansfield	26	46	14	6	3	5
2015 Mansfield	25	46	19	2	1	7
2014 Mansfield	27	46	20	2	1	4
State-wide	11	35	30	9	3	11
Small Rural	13	35	31	10	3	9
Mansfield	20	42	25	7	1	5
Other	14	34	30	10	2	10
Men	20	32	29	11	1	8
Women	15	46	25	6	2	6
18-34	13	39	35			13
35-49	17	36	25	11	3	6
50-64	17	47	23	3	3	7
65+	20	36	26	7	1	10

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
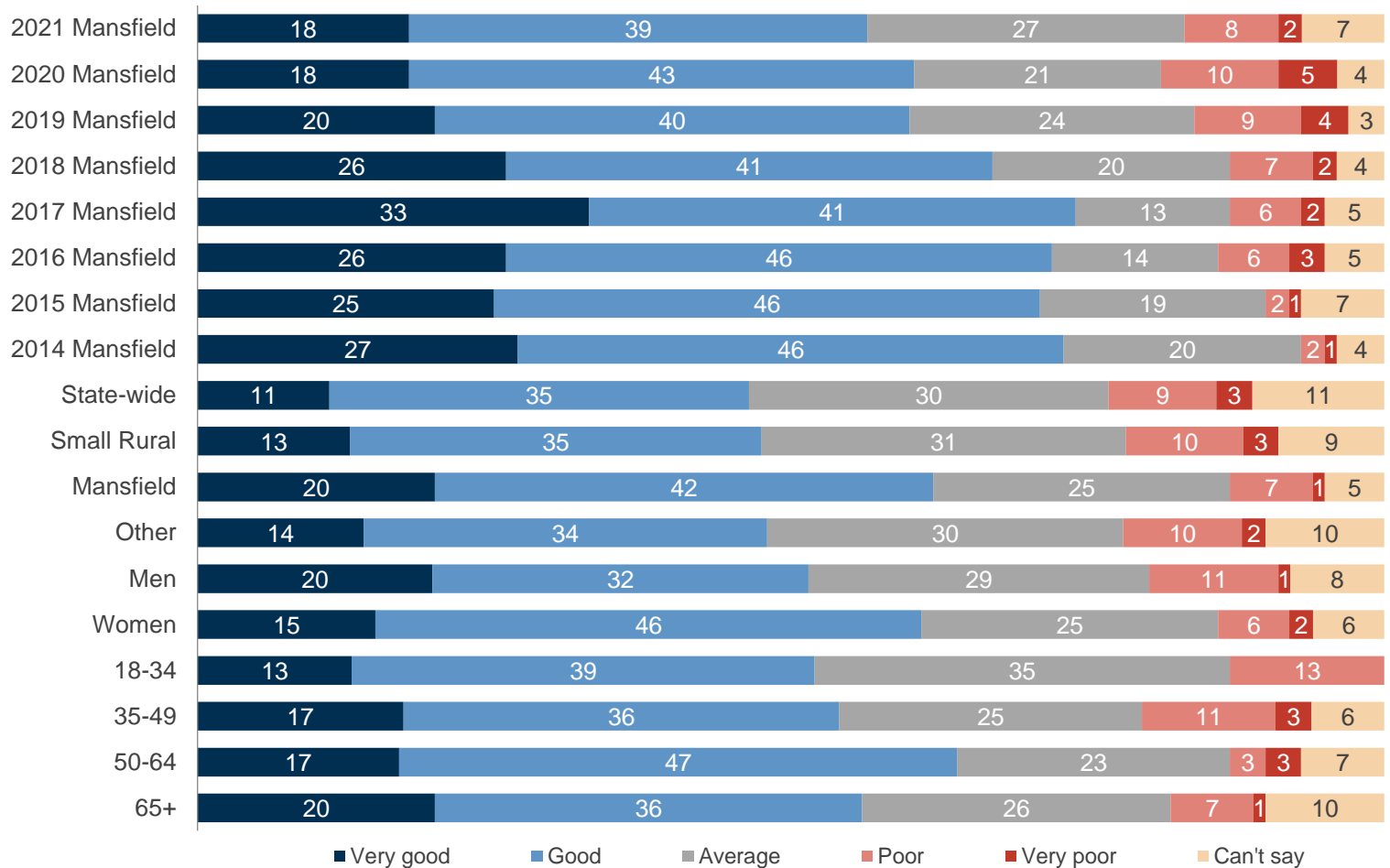
Q2. How has Council performed on 'Tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 5

Detailed demographics

Gender and age profile

2021 gender

Mansfield

Women 50% / Men 50%

Small Rural

Women 50% / Men 50%

State-wide

Women 51% / Men 49%

2021 age

Mansfield

- 4% 18-24
- 15% 25-34
- 21% 35-49
- 21% 50-64
- 39% 65+

Small Rural

- 4% 18-24
- 14% 25-34
- 20% 35-49
- 21% 50-64
- 41% 65+

State-wide

- 6% 18-24
- 19% 25-34
- 23% 35-49
- 18% 50-64
- 34% 65+
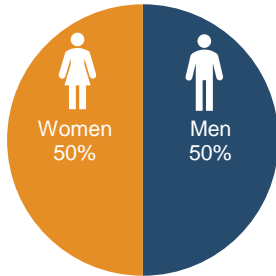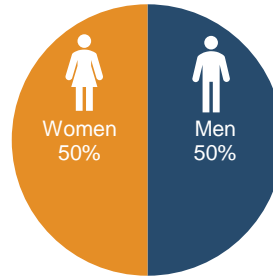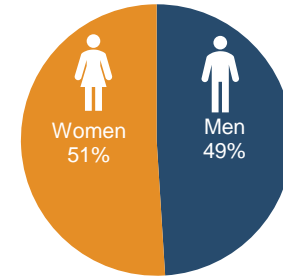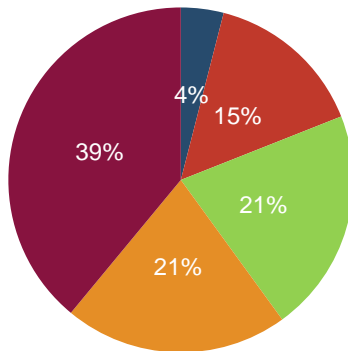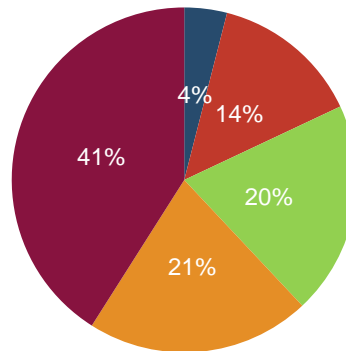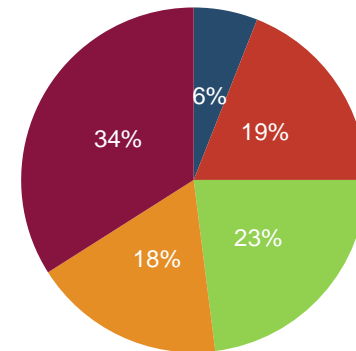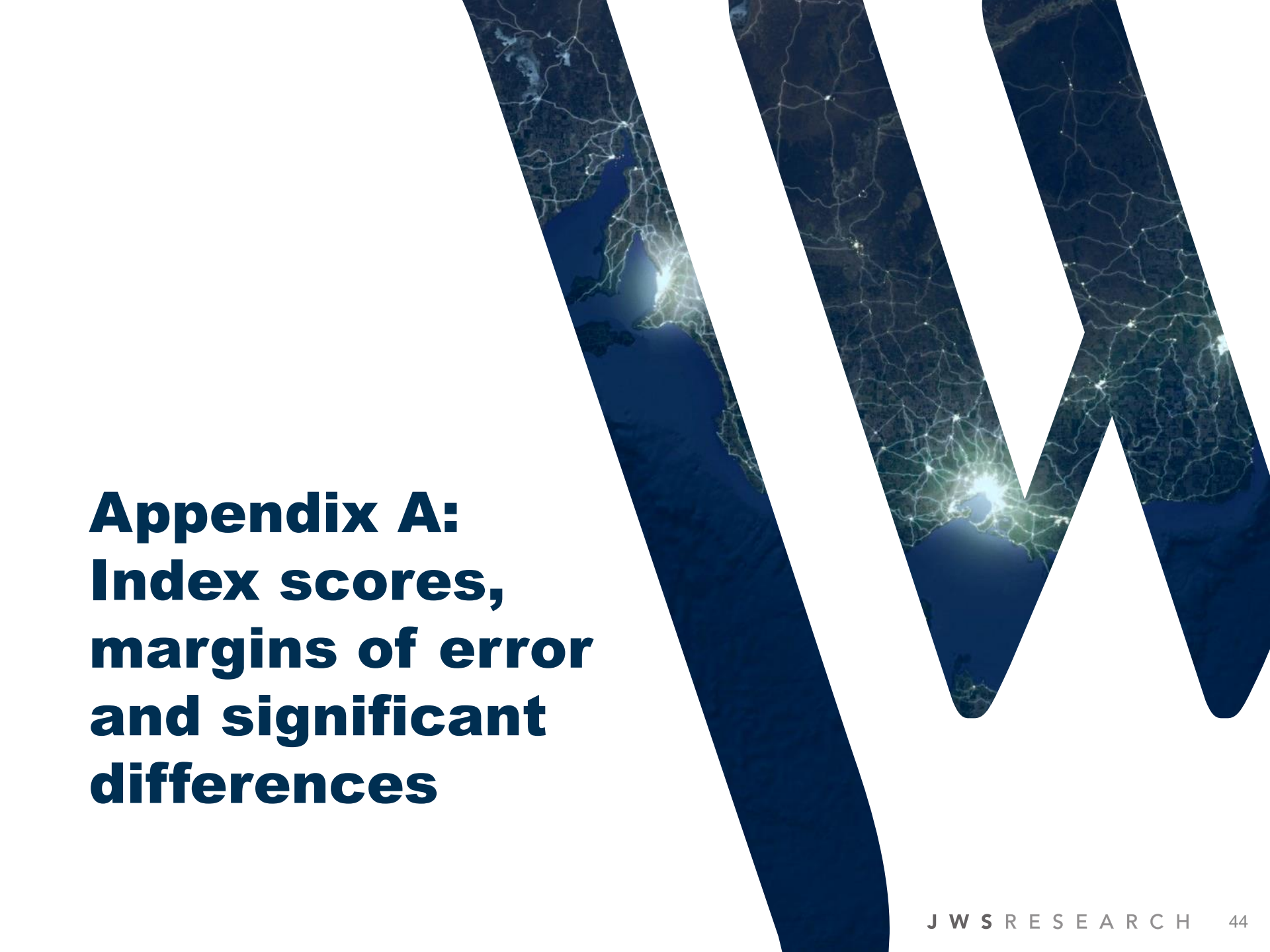
Legend: ■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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 2021 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 7,200 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	+/-6.6
Mansfield	246	260	+/-6.2
Other	154	140	+/-7.8
18-34 years	23	75	+/-20.9
35-49 years	53	85	+/-13.5
50-64 years	113	85	+/-9.2
65+ years	211	155	+/-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 2020. 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 2020.

*   The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2020.

2021 overall performance (index scores) (example extract only)

Group	Score
State-wide	67 ▲
18-34	66
Mansfield	60
Small Rural	58
35-49	57
50-64	54 ▼
65+	58
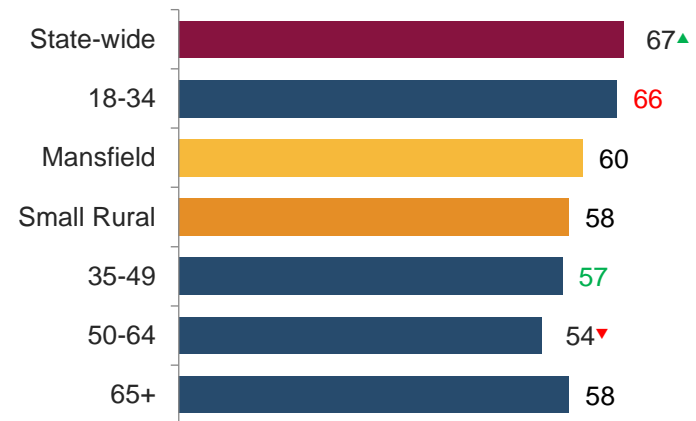
Appendix A:
Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information

Appendix B:
Further information

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

• 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 2021 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 2021 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 4th February – 21st March, 2021.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 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 2012-2021 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 & 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 2021 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 2012-2021 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 2021 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 2021 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 2021 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: 2021 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.

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

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