2023 Local Government Community Satisfaction Survey

Mansfield Shire Council

Coordinated by the Department of Government Services 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-fourth year, this survey provides insight into the community's views on:

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

- value for money in services and infrastructure

- community consultation and engagement

- decisions made in the interest of the community

- customer service, local infrastructure, facilities, services and

- overall council direction.

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

Serving Victoria for 24 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 24 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

Small Rural 55

State-wide 56

Council performance compared to group average

Top 3 performing areas	
Appearance of public areas	▲ higher
Art centres & libraries	= on par
Emergency & disaster mngt	▲ higher

Lowest 3 performing areas	
Population growth	▼ lower
Planning & building permits	▼ lower
Town planning policy	▼ lower

Customer service	= on par

Summary of core measures

Index scores

Overall Performance | Value for money | Community Consultation | Making Community Decisions | Sealed Local Roads | Waste management | Customer Service | Overall Council Direction
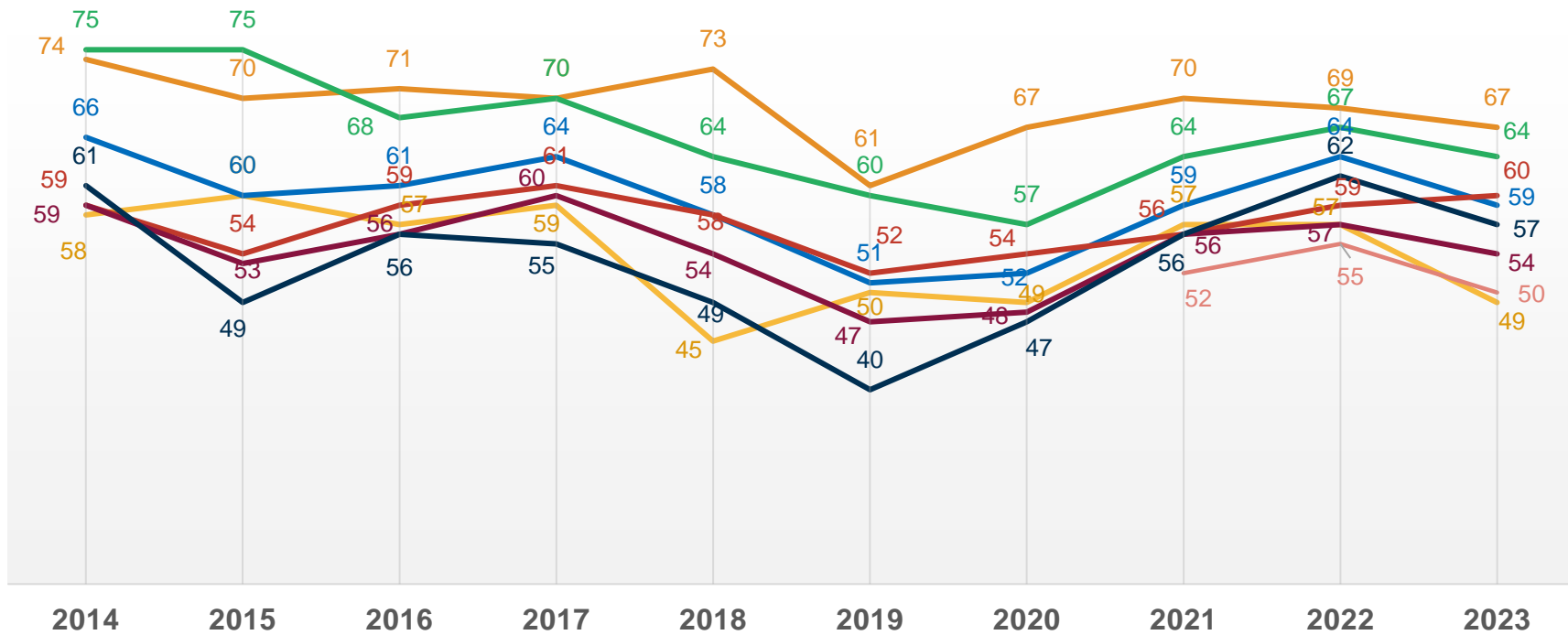
Summary of core measures

Core measures summary results (%)
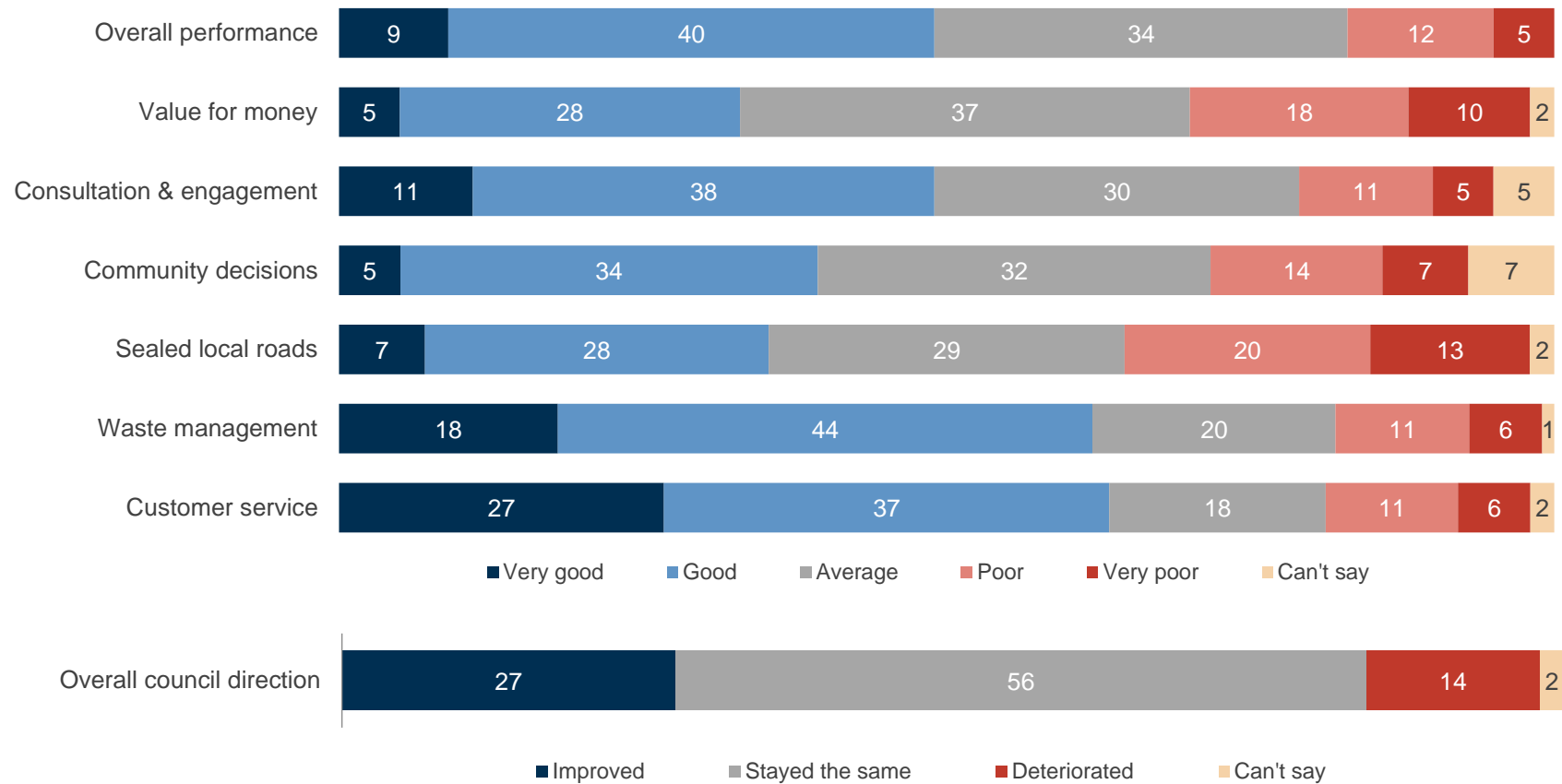
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	9	40	34	12	5	
Value for money	5	28	37	18	10	2
Consultation & engagement	11	38	30	11	5	5
Community decisions	5	34	32	14	7	7
Sealed local roads	7	28	29	20	13	2
Waste management	18	44	20	11	6	1
Customer service	27	37	18	11	6	2

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	27	56	14	2

Summary of Mansfield Shire Council performance

Services		Mansfield 2023	Mansfield 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	59	64	55	56	Aged 65+ years	Aged 18-34 years
	Value for money	50	55	49	49	Aged 65+ years	Aged 18-34 years
	Overall council direction	57	62	47	46	Aged 65+ years	Aged 50-64 years
	Customer service	67	69	65	67	Aged 65+ years	Aged 35-49 years
	Appearance of public areas	82	84	71	67	Mansfield residents	Other residents
	Art centres & libraries	73	71	73	73	Mansfield residents	Other residents
	Emergency & disaster mngt	69	69	66	65	Aged 50-64 years	Other residents, Aged 35-49 years
	Tourism development	68	66	61	61	Mansfield residents, Women, Aged 50-64 years	Other residents
	Recreational facilities	68	76	67	68	Aged 65+ years	Aged 18-34 years
	Family support services	66	69	62	63	Aged 65+ years, Mansfield residents	Other residents

Significantly higher / lower than Mansfield Shire Council 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.

Summary of Mansfield Shire Council performance

Services	Mansfield 2023	Mansfield 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
Waste management	64	67	66	66	Aged 65+ years	Aged 18-49 years
Enforcement of local laws	64	66	61	61	Aged 18-34 years	Other residents, Aged 65+ years
Informing the community	61	63	58	57	Aged 65+ years	Aged 18-34 years
Consultation & engagement	60	59	53	52	Aged 18-34 years	Aged 35-49 years
Business & community dev.	57	62	55	57	Aged 50-64 years	Aged 35-49 years
Community decisions	54	57	52	51	Aged 65+ years	Aged 35-49 years
Lobbying	54	59	52	51	Aged 50-64 years	Aged 18-49 years
Local streets & footpaths	54	57	52	52	Mansfield residents	Other residents
Parking facilities	53	51	60	55	Aged 50-64 years	Aged 35-49 years
Sealed local roads	49	57	44	48	Aged 50-64 years	Other residents

Significantly higher / lower than Mansfield Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Mansfield Shire Council performance

Services		Mansfield 2023	Mansfield 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Unsealed roads	47	53	38	37	Mansfield residents	Other residents
	Town planning policy	46	54	52	50	Aged 18-34 years	Aged 35-49 years
	Planning & building permits	41	50	45	47	Aged 18-34 years	Aged 35-49 years
	Population growth	40	50	44	48	Aged 65+ years	Aged 50-64 years

Significantly higher / lower than Mansfield Shire Council 2023 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

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Focus areas for the next 12 months

Overview

Perceptions of Mansfield Shire Council's overall performance have declined in the last 12 months. This brings to an end the significant improvement in Council's overall performance over the last two years, although positively, not all of the gains that were made have been lost. Council's overall performance is rated significantly higher than the Small Rural group and the State-wide average for councils. Performance ratings in most individual service areas are in line with last year's results, although significant declines are evident elsewhere.

Key influences on perceptions of overall performance

Decisions made in the interest of the community has the greatest influence on perceptions of Council's overall performance. This service area is currently among Council's lower performing, and so should be a priority for Council as improvements will have a strong influence on the overall performance rating. Council's lowest performing service area, planning for population growth, has a moderate influence on overall performance, thus making it another area where attention is warranted.

Comparison to state and area grouping

Council performs significantly higher than or on par with both the Small Rural group and the State-wide average for councils across most service areas evaluated. This is a positive result for Council. The areas in which council performs significantly lower than both the Small Rural group and the State-wide average for councils are its three lowest performing service areas.

Demonstrate planning efforts

Council's lowest performing service areas are related to planning: town planning policy, planning and building permits, and planning for population growth. Council performs significantly lower than group averages in these areas and has historically performed better in each of these areas. Council should pay particular attention to planning in the 'Other' region, where perceptions of town planning are significantly lower than the Council average.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 59 for Mansfield Shire Council represents a significant five-point decline on the 2022 result (and mirrors the pattern for councils across the State).

- This comes off the back of two consecutive years of significant improvements in perceptions of Council's overall performance. Positively, not all of the gains have been lost.

- Mansfield Shire Council's overall performance continues to rate statistically significantly higher (at the 95% confidence interval) than the Small Rural group and the State-wide average for councils (index scores of 55 and 56 respectively).

- All demographic and geographic cohorts declined in their perceptions of overall performance in the past year, with significant declines among men (index score of 58, down six points on 2022) and residents in the 'Other' region (index score of 57, also down six points).

A third of residents (33%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Slightly less (28%) rate value for money as 'very poor' or 'poor'. A further 37% rate Council as 'average' in terms of providing value for money.
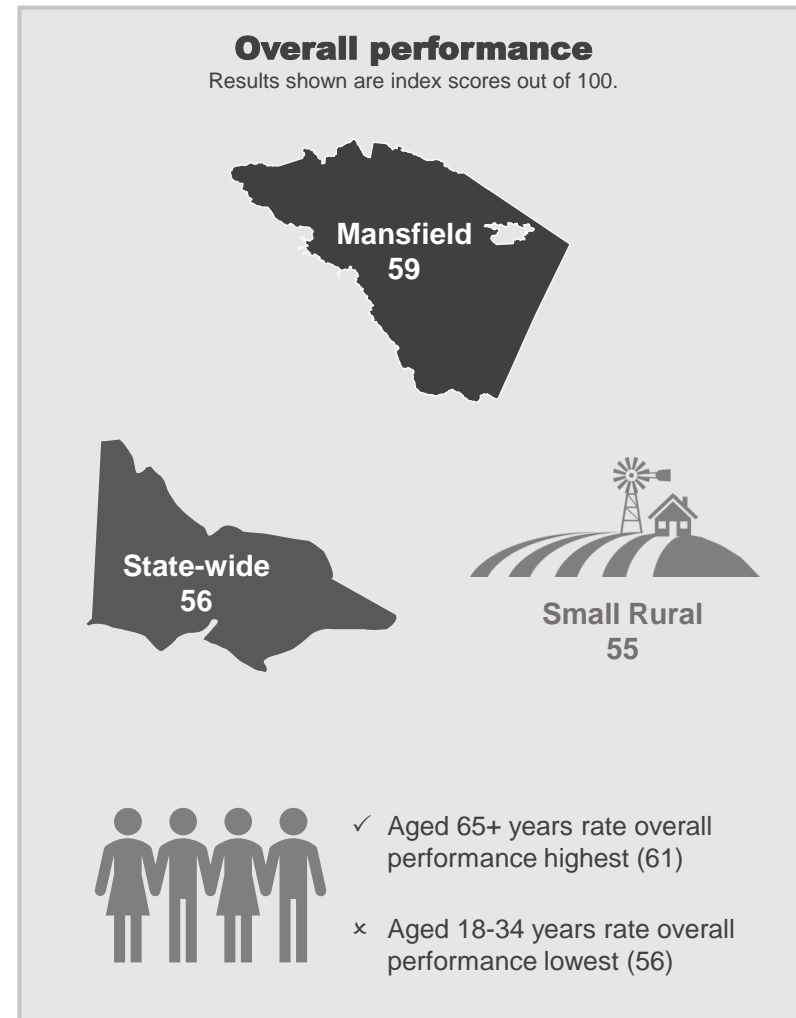
Overall performance
Results shown are index scores out of 100.
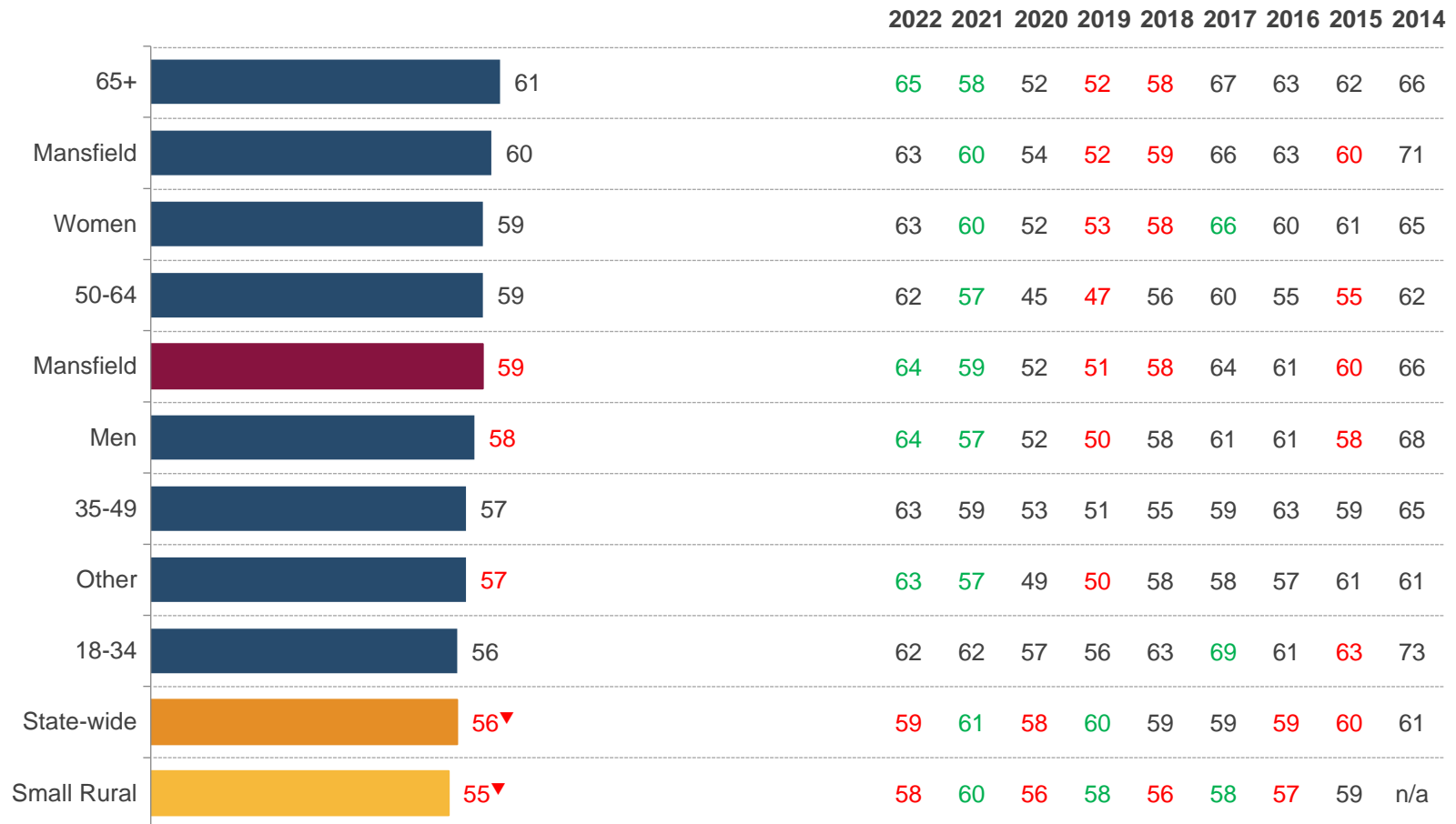
Mansfield 59

State-wide 56

Small Rural 55

✓ Aged 65+ years rate overall performance highest (61)

✗ Aged 18-34 years rate overall performance lowest (56)

Overall performance

2023 overall performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	61	65	58	52	52	58	67	63	62	66
Mansfield	60	63	60	54	52	59	66	63	60	71
Women	59	63	60	52	53	58	66	60	61	65
50-64	59	62	57	45	47	56	60	55	55	62
Mansfield	59	64	59	52	51	58	64	61	60	66
Men	58	64	57	52	50	58	61	61	58	68
35-49	57	63	59	53	51	55	59	63	59	65
Other	57	63	57	49	50	58	58	57	61	61
18-34	56	62	62	57	56	63	69	61	63	73
State-wide	56▼	59	61	58	60	59	59	59	60	61
Small Rural	55▼	58	60	56	58	56	58	57	59	n/a

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
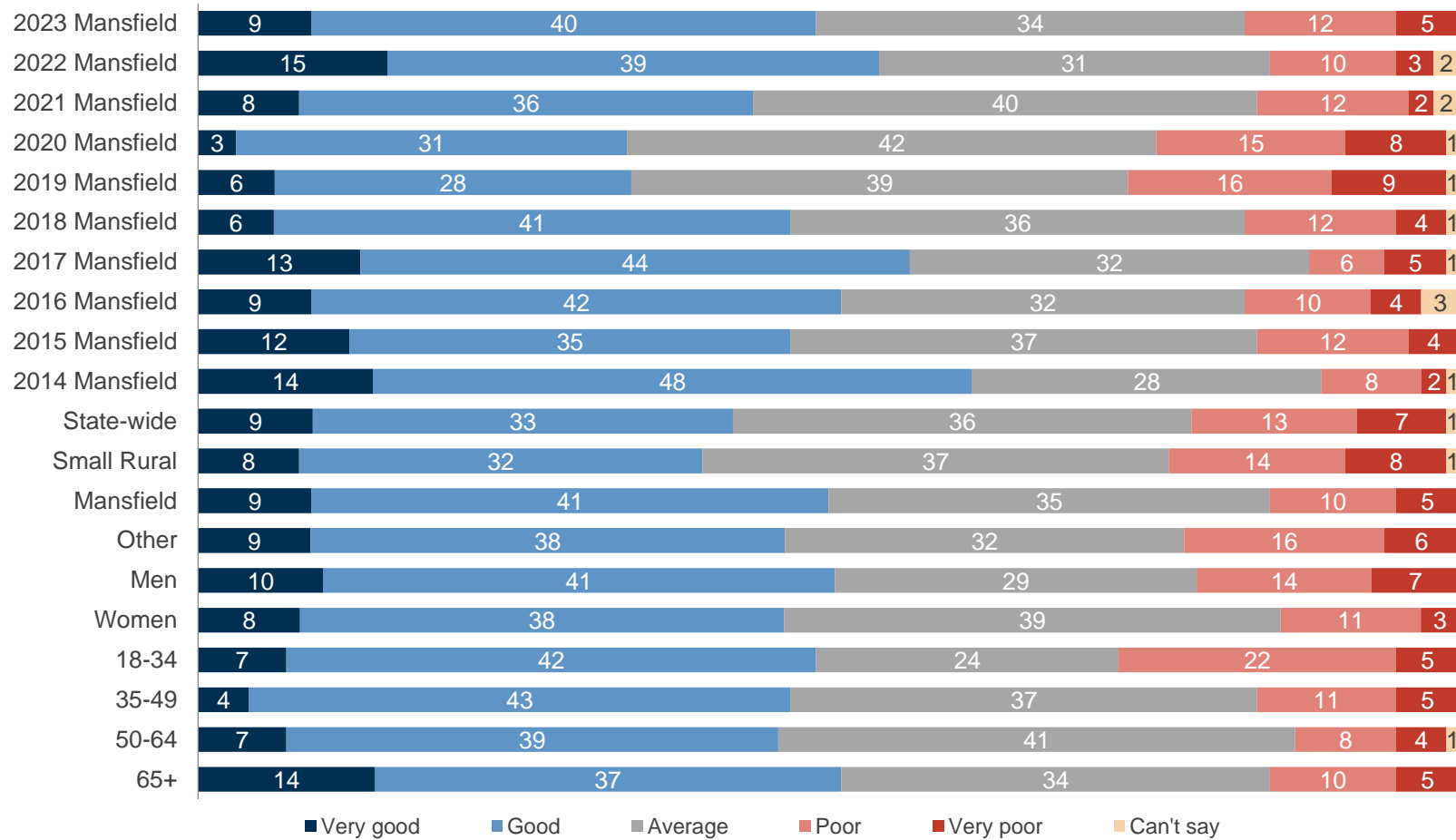
2023 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	9	40	34	12	5	
2022 Mansfield	15	39	31	10	3	2
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
State-wide	9	33	36	13	7	1
Small Rural	8	32	37	14	8	1
Mansfield	9	41	35	10	5	
Other	9	38	32	16	6	
Men	10	41	29	14	7	
Women	8	38	39	11	3	
18-34	7	42	24	22	5	
35-49	4	43	37	11	5	
50-64	7	39	41	8	4	1
65+	14	37	34	10	5	

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

2023 value for money (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	55 ▲	61	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	53	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	55	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	52	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mansfield	50	55	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	50	55	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	49	53	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	49	51	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	51	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	46	52	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	43 ▼	52	57	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: 65 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Value for money in services and infrastructure
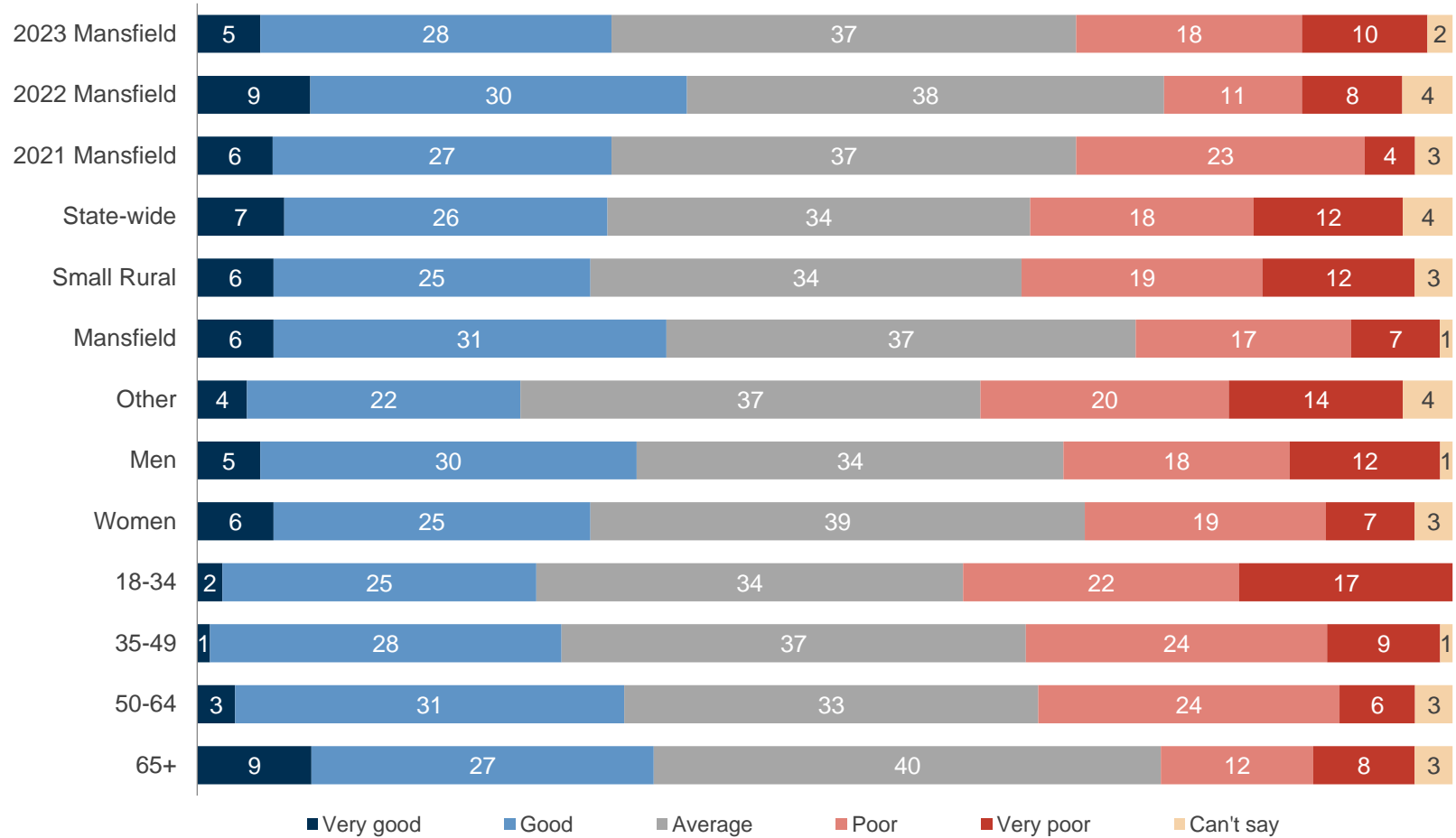
2023 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	5	28	37	18	10	2
2022 Mansfield	9	30	38	11	8	4
2021 Mansfield	6	27	37	23	4	3
State-wide	7	26	34	18	12	4
Small Rural	6	25	34	19	12	3
Mansfield	6	31	37	17	7	1
Other	4	22	37	20	14	4
Men	5	30	34	18	12	1
Women	6	25	39	19	7	3
18-34	2	25	34	22	17	
35-49	1	28	37	24	9	1
50-64	3	31	33	24	6	3
65+	9	27	40	12	8	3

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: 65 Councils asked group: 19

Top performing service areas

The appearance of public areas remains Council's highest performing service area (index score of 82). Council has maintained this high rating following a significant improvement in 2021.

Council performs significantly higher than the Small Rural group and the State-wide average for councils in this service area (index scores of 71 and 67 respectively).

- Residents living in the 'Mansfield' region provide the highest performance rating of the appearance of public (index score of 84) – noting this is not significantly higher than the Council average.

- Conversely, residents of the 'Other' region rate the appearance of public areas significantly lower than the average (index score of 77), and significantly lower than last year (down five index points on 2022).

Arts centres and libraries is Council's next highest rated service area (index score of 73). Here, Council performs in line with the Small Rural group and the State-wide average for councils (index scores of 73 each).

- Residents living in the 'Mansfield' region rate arts centres and libraries the highest (index score of 75), and significantly higher than last year. In contrast, residents living in the 'Other' region rate arts centres and libraries significantly lower than the Council average (index score of 68, down a significant seven points from last year).

Appearance of public areas (index score of 82) is where Council performed best in 2023.

Low performing service areas
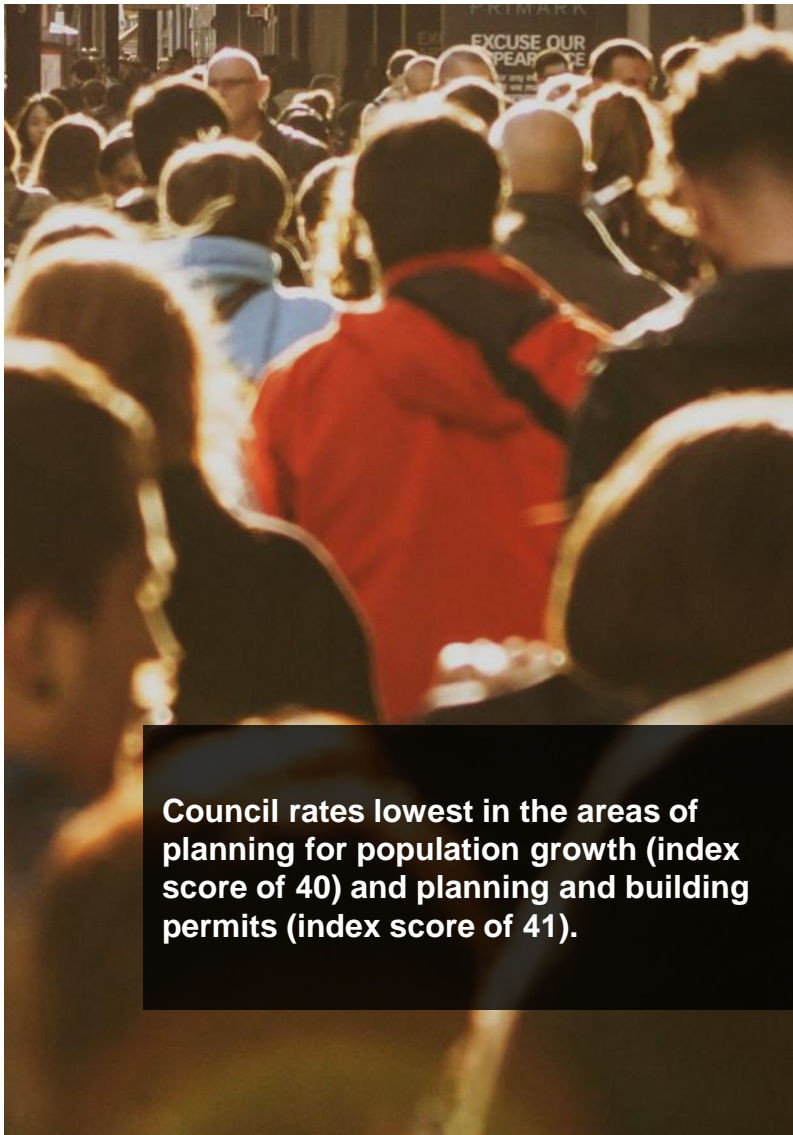
Council rates lowest in the areas of planning for population growth (index score of 40) and planning and building permits (index score of 41).

Council performs lowest in services related to planning – planning for population growth (index score of 40), planning and building permits (41) and town planning (46). Council's performance rating on each has declined significantly since 2022, by at least eight points.

- Council performs significantly lower than both the Small Rural group and the State-wide average for councils in the three aforementioned service areas.

- With a ten point decline on the 2022 result, perceptions of Council's planning for population growth is at a five year low.

- Perceptions of performance on planning and building permits among residents aged 35 to 49 years (index score of 30) are significantly lower than average.

- Residents in the 'Other' region rate town planning policy performance significantly lower (index score of 41) than the Council average.

Council also performs less well in the service areas related to roads: the maintenance of unsealed roads (index score of 47) and the condition of sealed local roads (49).

- Council's performance rating in both service areas is significantly lower than last year's result.

- However, Council performs significantly higher than the Small Rural group average on both of these service areas.

Individual service area performance

2023 individual service area performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Appearance of public areas	82	84	82	75	77	77	81	77	81	81
Art centres & libraries	73	71	70	73	74	73	75	n/a	n/a	n/a
Emergency & disaster mngt	69	69	74	68	70	73	74	73	n/a	n/a
Tourism development	68	66	67	65	67	71	75	73	75	75
Recreational facilities	68	76	72	67	68	72	74	69	72	74
Family support services	66	69	67	67	69	72	73	72	73	72
Waste management	64	67	64	57	60	64	70	68	75	75
Enforcement of local laws	64	66	65	62	60	64	67	66	65	67
Informing the community	61	63	58	55	55	62	63	63	n/a	n/a
Consultation & engagement	60	59	56	54	52	58	61	59	54	59
Business & community dev.	57	62	61	59	59	61	65	62	63	65
Community decisions	54	57	56	48	47	54	60	56	53	59
Lobbying	54	59	58	49	51	58	59	55	58	58
Local streets & footpaths	54	57	58	54	53	52	58	59	63	63
Parking facilities	53	51	53	52	49	54	54	55	56	57
Sealed local roads	49	57	57	49	50	45	59	57	60	58
Unsealed roads	47	53	45	44	41	40	50	48	49	47
Town planning policy	46	54	53	44	44	51	54	53	55	57
Planning & building permits	41	50	45	40	36	46	45	48	50	55
Population growth	40	50	49	44	45	n/a	n/a	n/a	n/a	n/a

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
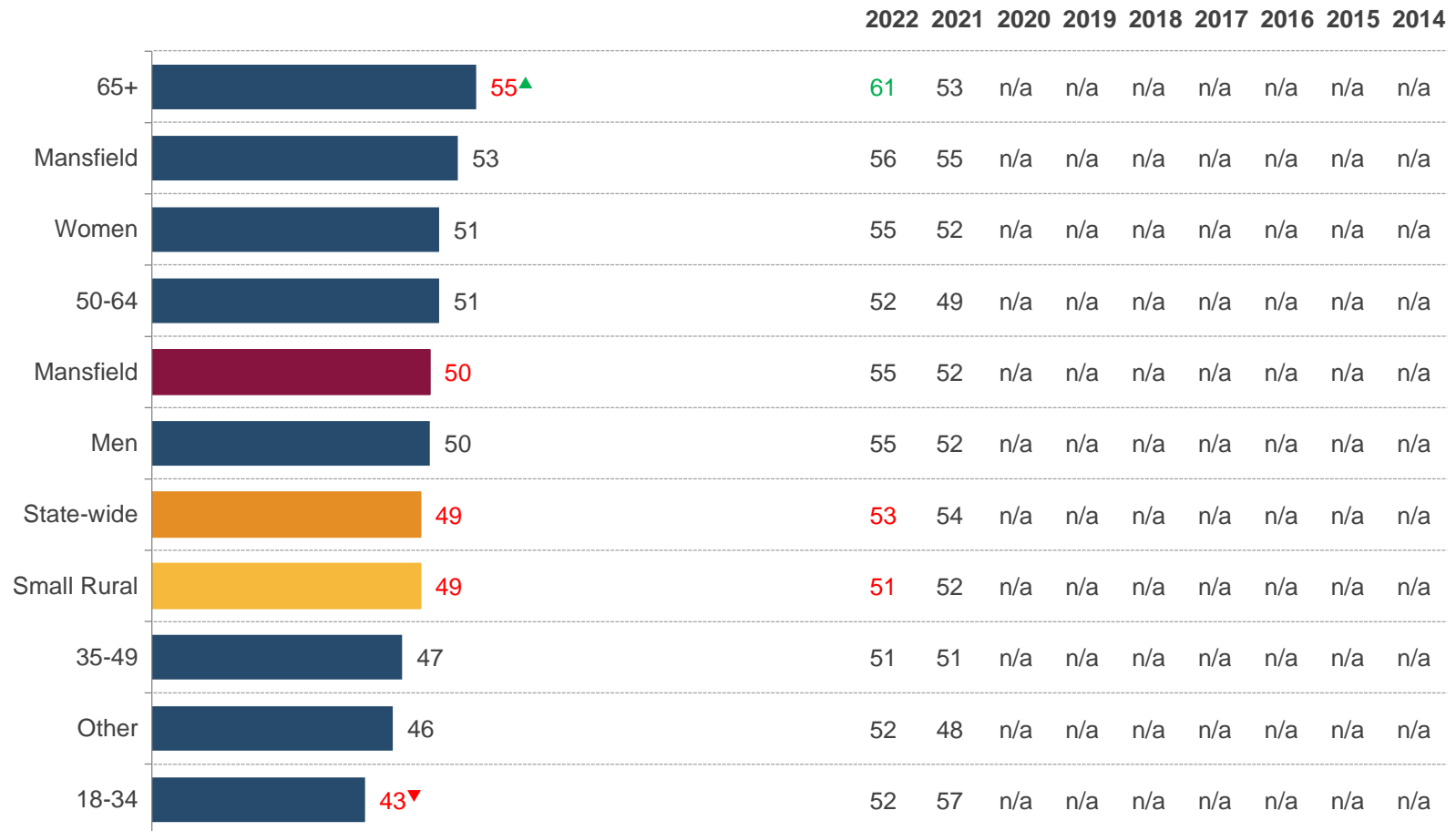
2023 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	43	44	9	3	1	1
Art centres & libraries	21	47	15	5	2	11
Emergency & disaster mngt	16	42	22	4	2	13
Tourism development	21	43	20	7	4	4
Recreational facilities	22	40	21	10	3	4
Family support services	13	32	15	5	3	31
Waste management	18	44	20	11	6	1
Enforcement of local laws	11	44	26	6	5	9
Informing the community	13	40	27	12	6	2
Consultation & engagement	11	38	30	11	5	5
Business & community dev.	7	33	29	10	6	15
Community decisions	5	34	32	14	7	7
Lobbying	6	23	34	10	6	21
Local streets & footpaths	11	30	29	16	11	3
Parking facilities	9	30	31	17	11	2
Sealed local roads	7	28	29	20	13	2
Unsealed roads	6	28	30	14	18	3
Town planning policy	3	20	35	19	12	11
Planning & building permits	3	17	27	23	15	16
Population growth	4	17	30	25	18	6

■ 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

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

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

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

• Lobbying on behalf of the community

• Parking facilities

• Art centres and libraries

• Planning for population growth.

Looking at these key service areas only, Council's art centres and libraries have a high performance index (73) and a moderate to strong influence on the overall performance rating.

Maintaining this positive result should remain a focus – but there is greater work to be done elsewhere.

Service areas with a slightly stronger influence on overall perceptions but where Council performs less well include parking facilities and lobbying (index of 53 and 54 respectively).

Maintaining Council efforts to advocate for residents and providing adequate local parking facilities can also help shore up overall community opinion.

However, most in need of attention is Council's planning for population growth, which is rated as poor (performance index of 40) and has a moderate to strong influence on overall community opinion.

It will be important to attend to resident concerns about managing population growth to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

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

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

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.

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

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

Influence on overall performance: all service areas

2023 regression analysis (all service areas)
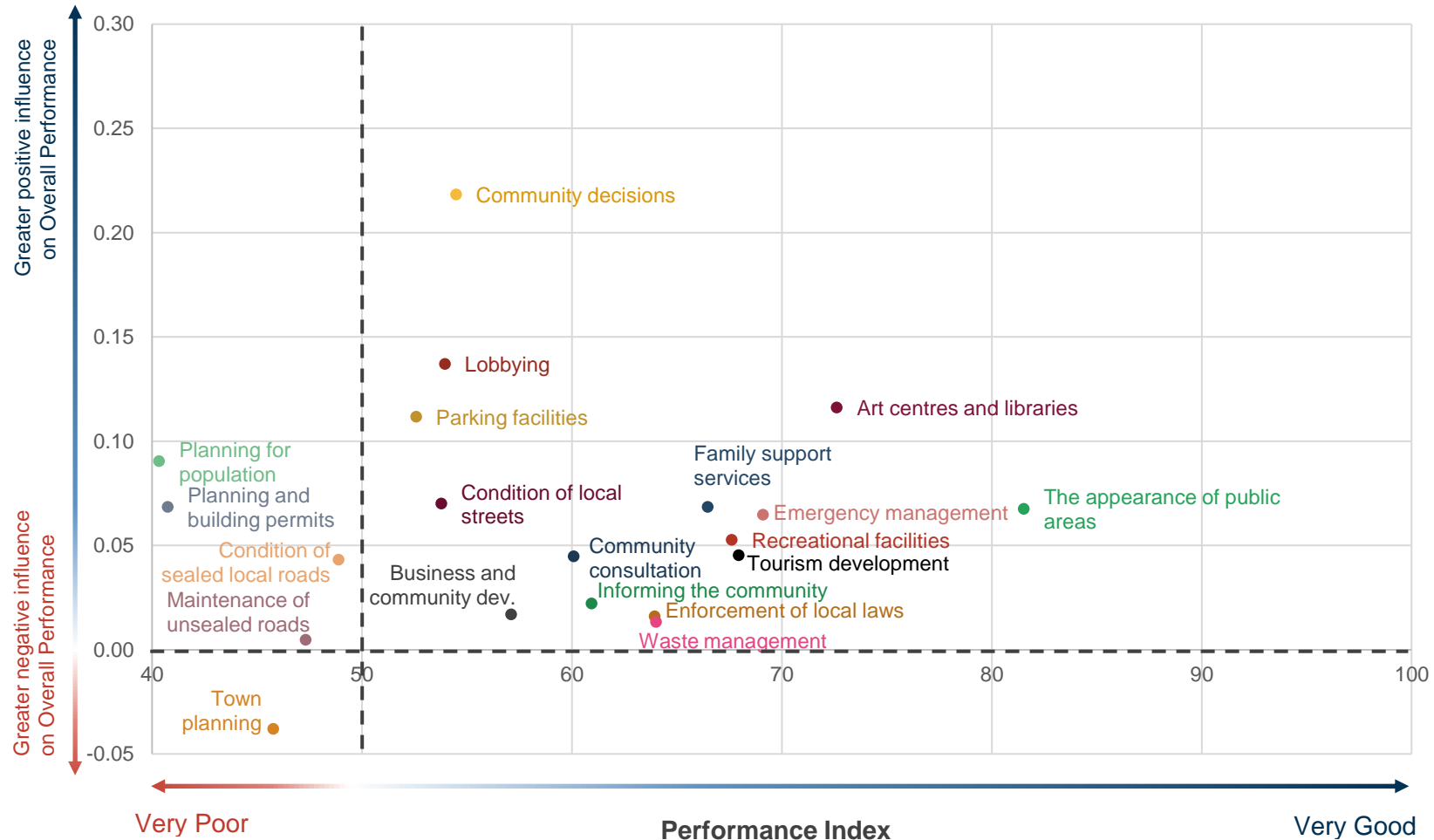
The multiple regression analysis model above (all service areas) has an R² value of 0.610 and adjusted R² value of 0.590, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 29.68. 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

2023 regression analysis (key service areas)

Greater positive influence on Overall Performance

- Community decisions — Should remain a focus as changes will have a *stronger* influence on overall perceptions.

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

- Lobbying
- Parking facilities
- Art centres and libraries

- Planning for population growth

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

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

Greater negative influence on Overall Performance

Performance Index

Very Poor — Very Good

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.563 and adjusted R² value of 0.557, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 101.51.

Customer
service

Contact with council and customer service

Contact with council

Two thirds of Council residents (67%) have had contact with Council in the last 12 months.

- Rate of contact is declining and is nine percentage points lower than the peak of 76% in 2020.

- Rate of contact across demographic and geographic cohorts are not significantly different from the Council average.

Among those residents who have had contact with Council, 64% provide a positive customer service rating of 'very good' or 'good', including 27% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 67 is similar to the 2022 result. Council's performance on customer service has remained relatively stable in recent years only experiencing minor fluctuations, following a significant improvement in 2020.

Customer service is rated in line with the Small Rural group and the State-wide average for councils (index scores of 65 and 67 respectively).

- Customer service ratings are highest among residents aged 65 years and over (index score of 73).

- Customer service is rated lowest among residents aged 35 to 49 years (index score of 58) and is significantly lower than the Council average. Given this age group has a higher rate of contacting Council (although not significantly higher than average), endeavours to improve the customer service experience among this age group are warranted.

Contact with council

2023 contact with council (%)
Have had contact

Contact with council

2023 contact with council (%)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	76	75	70	82	72	50	58	50	68	63
35-49	75	83	76	79	82	85	77	69	78	76
Mansfield	70	72	71	75	75	69	64	66	70	69
Men	68	66	71	77	74	67	63	65	73	71
Mansfield	67	70	70	76	73	70	65	65	72	72
Small Rural	66	63	63	66	63	64	62	61	64	n/a
Women	66	74	70	75	72	74	67	66	70	73
50-64	66	72	74	84	81	73	70	76	73	78
State-wide	62 ▼	60	61	63	61	61	58	58	60	61
Other	62	65	68	79	67	72	69	64	73	77
65+	60	60	65	68	63	69	58	65	68	70

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: 41 Councils asked group: 16
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2023 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+ — 73	71	69	69	65	76	76	75	72	76
50-64 — 70	72	72	62	67	71	69	67	74	72
Women — 69	69	72	67	61	73	70	72	71	72
Mansfield — 68	69	70	68	60	72	69	72	70	76
Mansfield — 67	69	70	67	61	73	70	71	70	74
State-wide — 67	68	70	70	71	70	69	69	70	72
Other — 66	70	69	67	65	75	72	69	71	72
Small Rural — 65	67	69	70	70	69	69	69	70	n/a
18-34 — 65	66	66	63	45	68	71	68	59	72
Men — 65	70	67	68	61	72	70	71	69	77
35-49 — 58▼	67	72	73	63	73	63	72	71	77

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

2023 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	27	37	18	11	6	2
2022 Mansfield	33	33	17	12	5	
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	
State-wide	29	34	19	9	8	1
Small Rural	27	34	18	10	9	1
Mansfield	29	38	14	11	7	2
Other	24	35	24	11	5	2
Men	25	34	21	8	9	3
Women	29	39	14	14	3	1
18-34	16	42	23	15		3
35-49	17	32	25	15	10	
50-64	32	39	9	12	7	2
65+	37	36	14	5	6	2

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

Mansfield Shire Council's overall direction index score of 57 has declined significantly since last year (index score of 62 in 2022).

- This marks the first year of decline following three consecutive years of significant improvement in perceptions, however Council's 2023 rating remains among one of the higher ratings recorded.

- Despite the decline, ratings of Council's overall direction remain significantly higher than the Small Rural group and the State-wide average for councils (index scores of 47 and 46 respectively).

Over the last 12 months, 56% of residents believe the direction of Council's overall performance has stayed the same, up five percentage points since 2022.

- 27% of residents believe Council's overall direction has improved in the last 12 months (down from 35% in 2022).

- 14% of residents believe Council's overall direction has deteriorated in the last 12 months (up from 12% in 2022).

- Residents aged 65 years and over are the most satisfied with overall council direction (index score of 59).

- Residents aged 50 to 64 years are the least satisfied with overall council direction (index score of 52) and are significantly less satisfied than last year (down 12 index points from 2022).
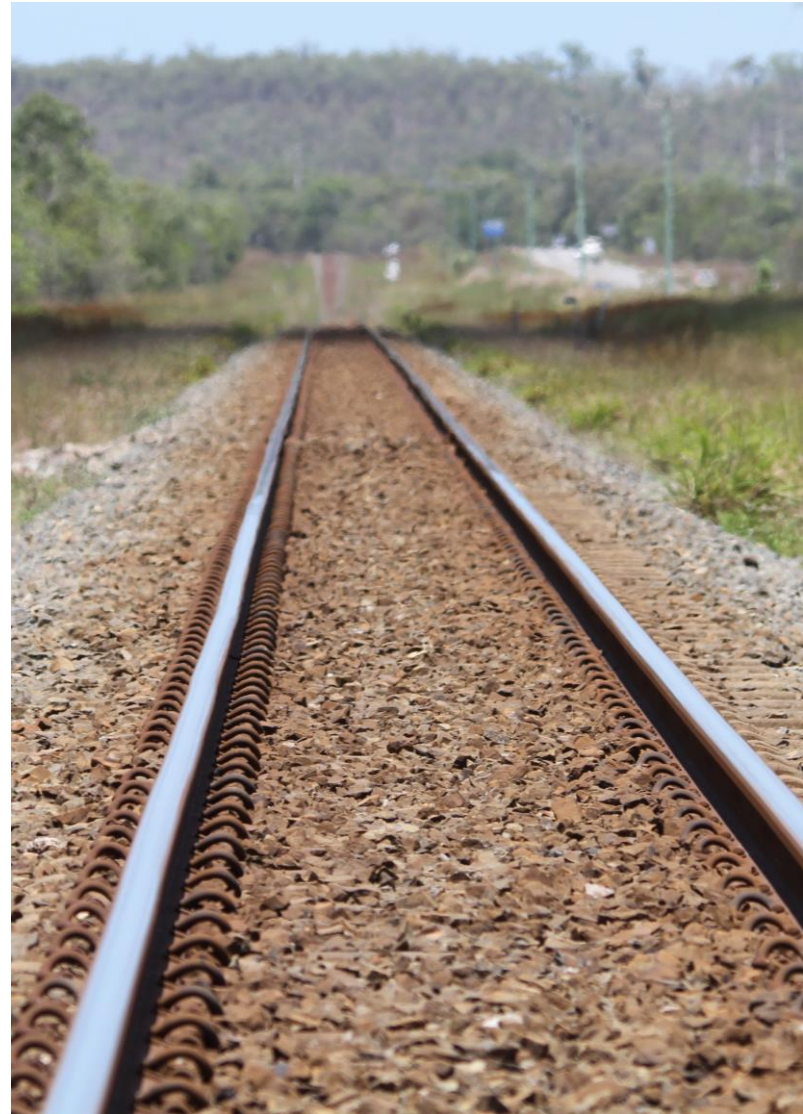
Overall council direction last 12 months

2023 overall council direction (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	59	63	58	45	39	51	58	58	51	64
Mansfield	58	62	58	49	40	49	56	58	47	63
Men	58	62	51	45	40	50	51	56	48	62
18-34	58	64	61	53	45	50	57	54	50	59
Mansfield	57	62	56	47	40	49	55	56	49	61
Women	56	61	61	48	40	48	58	55	50	60
Other	55	61	51	43	42	52	50	51	52	59
35-49	55	56	50	46	42	46	50	58	45	63
50-64	52	64	53	44	36	47	53	51	50	56
Small Rural	47▼	51	53	50	53	50	52	50	53	n/a
State-wide	46▼	50	53	51	53	52	53	51	53	53

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
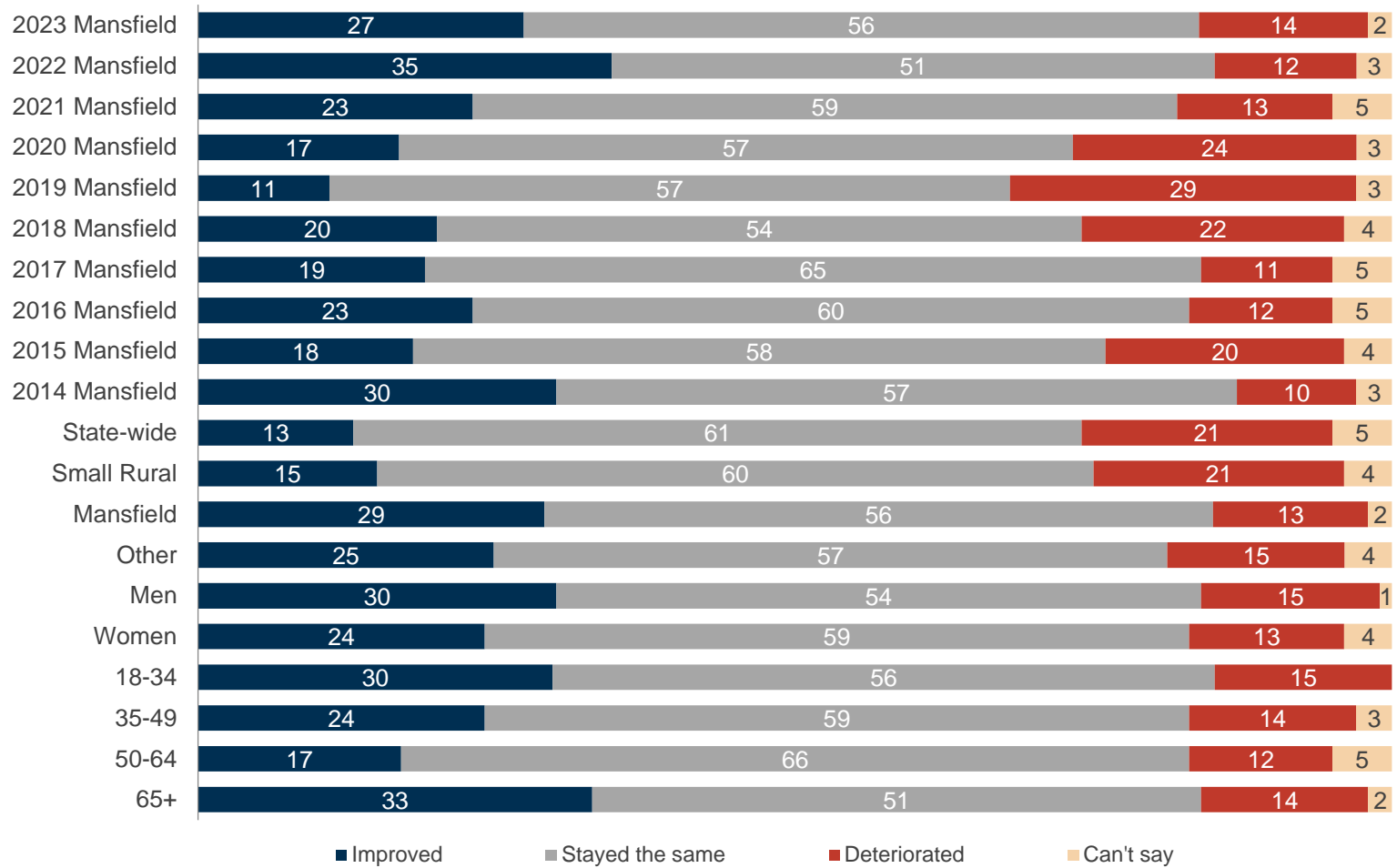
2023 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2023 Mansfield	27	56	14	2
2022 Mansfield	35	51	12	3
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
State-wide	13	61	21	5
Small Rural	15	60	21	4
Mansfield	29	56	13	2
Other	25	57	15	4
Men	30	54	15	1
Women	24	59	13	4
18-34	30	56	15	
35-49	24	59	14	3
50-64	17	66	12	5
65+	33	51	14	2

Legend: ■ 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 performance

2023 consultation and engagement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	63	59	60	61	52	68	63	64	59	68
Mansfield	61	59	58	55	53	58	63	62	54	61
65+	61	60	54	53	52	57	65	61	57	57
Women	60	57	59	55	54	58	65	58	57	59
50-64	60	61	54	45	50	56	57	49	49	54
Mansfield	60	59	56	54	52	58	61	59	54	59
Men	60	62	53	53	50	58	58	60	51	59
Other	58	60	51	52	51	59	56	55	56	58
35-49	56	57	57	57	54	54	58	62	51	59
Small Rural	53 ▼	54	56	54	56	54	55	55	56	n/a
State-wide	52 ▼	54	56	55	56	55	55	54	56	57

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

2023 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	11	38	30	11	5	5
2022 Mansfield	11	35	30	13	4	8
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
State-wide	7	27	32	17	9	8
Small Rural	9	28	30	17	9	7
Mansfield	10	40	32	11	3	3
Other	11	34	28	11	7	8
Men	9	40	29	9	6	6
Women	12	35	32	13	4	4
18-34	19	32	27	12	5	5
35-49	6	41	30	15	6	1
50-64	10	36	31	13	2	8
65+	10	39	31	8	5	6
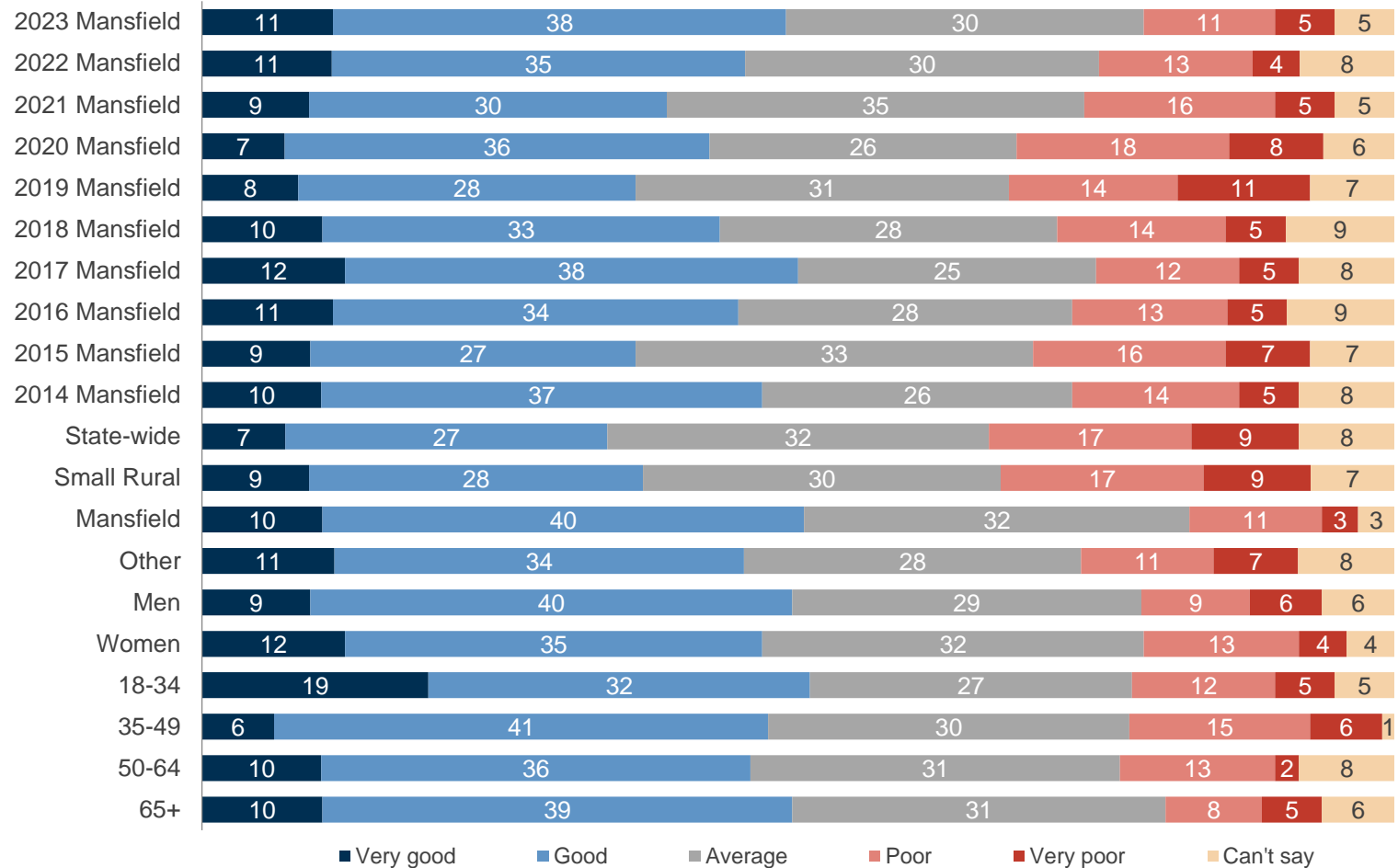
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Lobbying on behalf of the community performance

2023 lobbying performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	59	58	55	44	49	52	54	49	54	55
65+	57	59	58	52	53	58	64	55	61	59
Mansfield	55	59	60	51	51	58	62	56	59	59
Men	54	61	58	51	49	59	57	55	56	59
Mansfield	54	59	58	49	51	58	59	55	58	58
Women	53	57	60	48	54	56	62	55	60	58
Small Rural	52	54	55	52	55	53	55	54	56	n/a
Other	52	57	56	47	50	58	51	53	58	57
State-wide	51 ▼	53	55	53	54	54	54	53	55	56
18-34	49	58	63	53	53	65	63	56	60	59
35-49	49	58	59	47	48	56	53	60	57	60

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
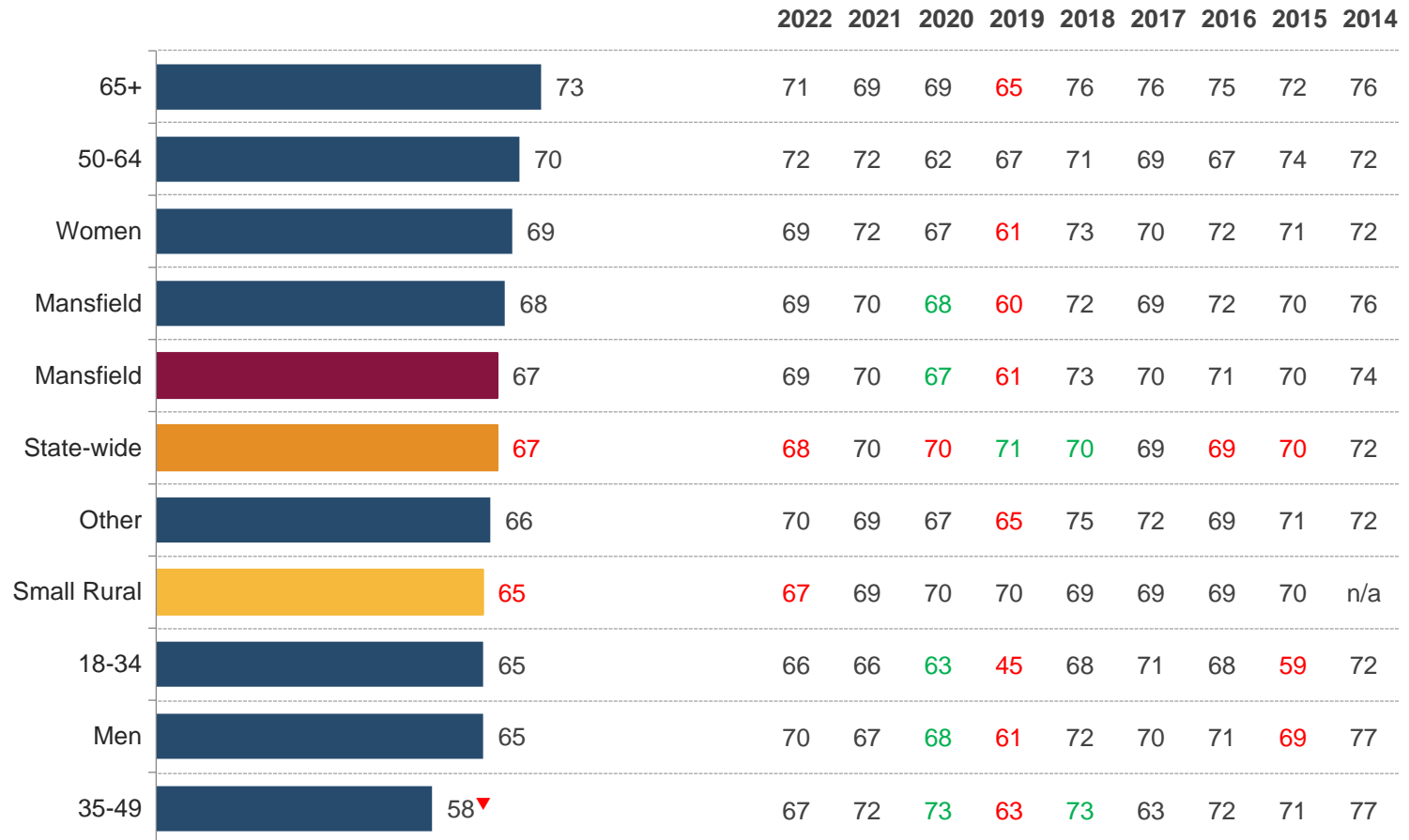*Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14*
Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

2023 lobbying performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	6	23	34	10	6	21
2022 Mansfield	10	27	31	10	5	17
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
State-wide	5	21	31	15	7	21
Small Rural	6	23	31	14	7	19
Mansfield	7	25	36	10	5	17
Other	4	21	32	9	8	26
Men	7	25	33	10	7	18
Women	5	22	35	9	6	23
18-34		22	36	15	5	22
35-49	5	15	46	10	10	14
50-64	9	22	33	7	3	25
65+	7	29	27	9	6	21

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

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Decisions made in the interest of the community performance

2023 community decisions made performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	58	60	56	49	48	55	62	57	56	62
Mansfield	56	55	58	49	47	55	62	57	53	61
Men	54	58	53	47	45	55	56	57	51	60
Mansfield	54	57	56	48	47	54	60	56	53	59
Women	54	55	59	49	50	53	63	55	54	59
18-34	54	52	58	51	53	61	67	59	53	63
50-64	53	57	53	42	45	52	55	49	47	53
Other	52	58	52	45	48	54	53	53	53	57
Small Rural	52	54	56	53	55	52	55	53	56	n/a
State-wide	51▼	54	56	53	55	54	54	54	55	57
35-49	50	54	56	49	44	51	55	59	53	59

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

2023 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	5	34	32	14	7	7
2022 Mansfield	10	30	33	13	6	8
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	6	27	33	16	9	9
Small Rural	7	27	33	16	9	7
Mansfield	4	40	31	16	5	5
Other	6	27	34	13	9	11
Men	4	39	29	15	7	6
Women	5	30	36	14	6	9
18-34	5	34	32	20	5	5
35-49	1	37	30	18	10	4
50-64	3	28	38	14	6	12
65+	7	37	31	11	6	8
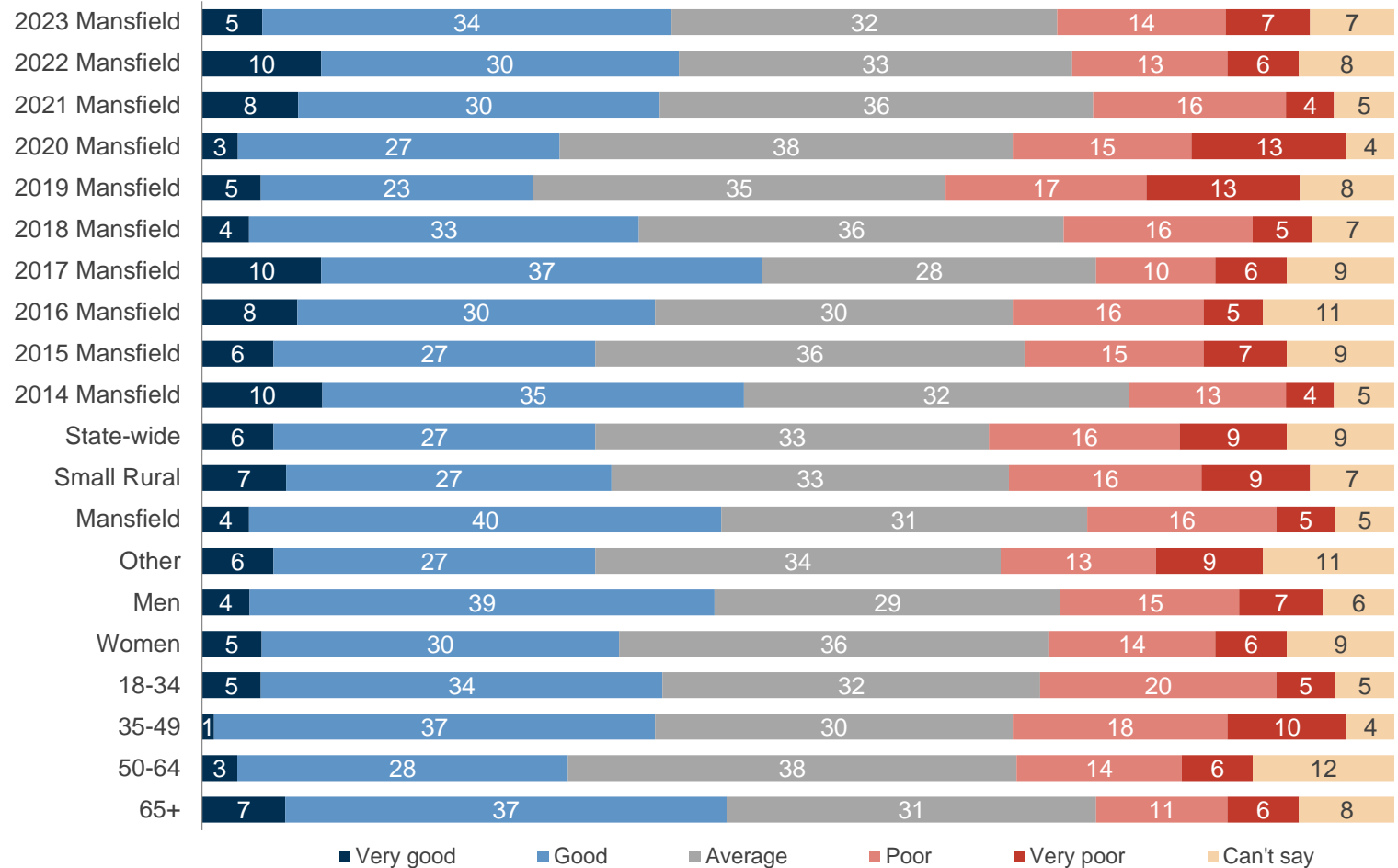
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area performance

2023 sealed local roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	52	51	57	42	47	46	58	50	55	56
Mansfield	51	58	58	52	49	45	61	59	62	60
Women	49	58	58	51	48	46	58	55	62	59
65+	49	60	54	51	53	46	59	61	61	56
Mansfield	49	57	57	49	50	45	59	57	60	58
Men	49	55	56	48	51	45	59	60	59	58
35-49	48	61	58	49	48	41	53	58	64	63
State-wide	48	53	57	54	56	53	53	54	55	55
18-34	47	51	61	54	48	48	66	57	61	59
Other	46	54	55	45	50	46	52	54	58	57
Small Rural	44▼	50	53	51	53	49	50	52	52	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

2023 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	7	28	29	20	13	2
2022 Mansfield	10	36	32	12	9	2
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	8	27	28	19	17	1
Small Rural	6	23	29	21	19	2
Mansfield	7	30	31	21	9	1
Other	9	24	25	19	19	4
Men	8	27	30	20	14	1
Women	7	28	28	21	12	4
18-34	10	22	27	21	17	2
35-49	11	24	24	23	16	1
50-64	5	37	26	24	8	1
65+	5	28	33	17	13	4
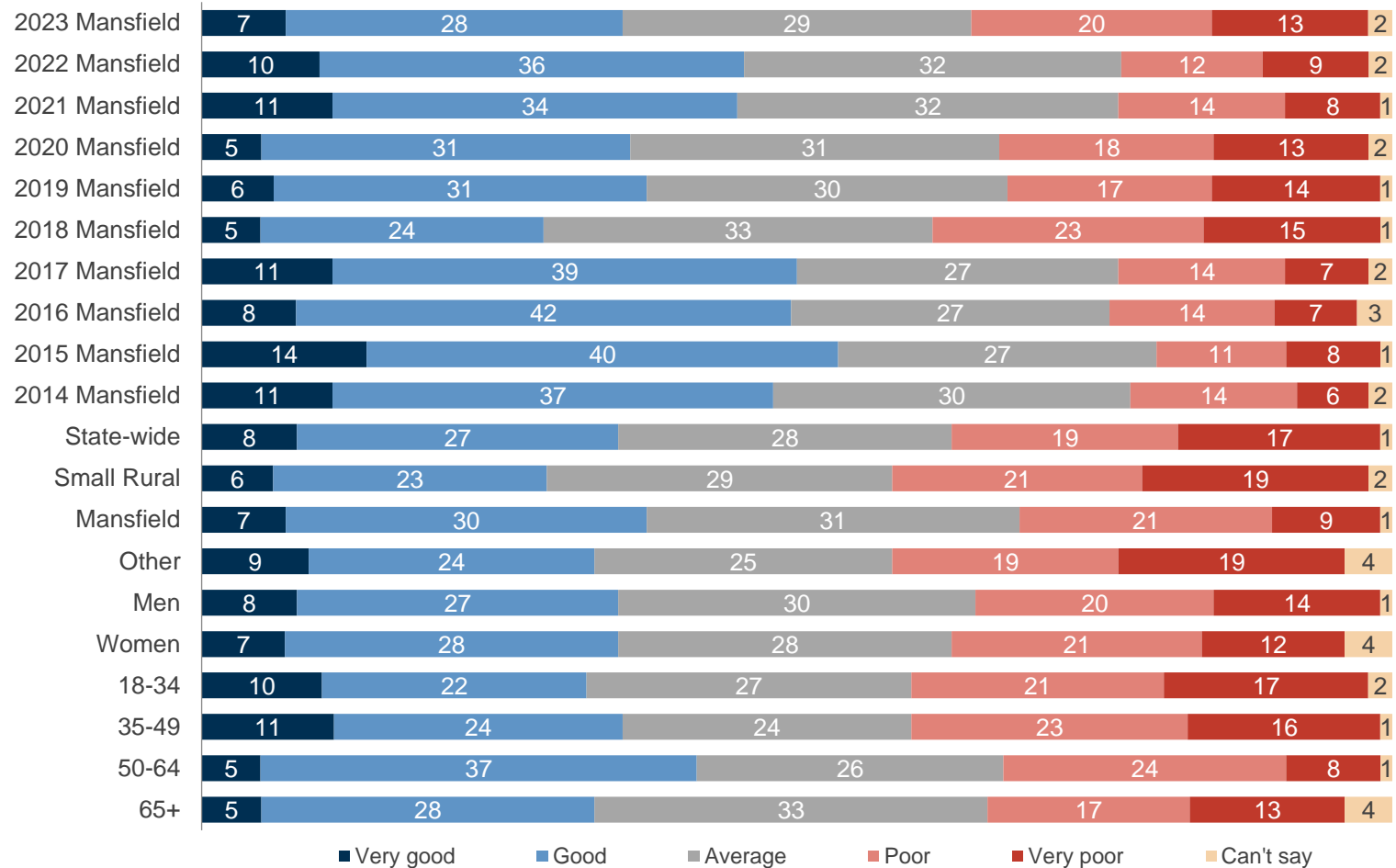
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Informing the community performance

2023 informing community performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	65	62	56	56	56	61	66	64	n/a	n/a
Mansfield	64	63	59	55	56	63	63	63	n/a	n/a
Women	62	62	59	57	56	62	64	60	n/a	n/a
Mansfield	61	63	58	55	55	62	63	63	n/a	n/a
35-49	60	61	60	57	60	62	61	66	n/a	n/a
50-64	60	62	55	47	51	59	61	54	n/a	n/a
Men	60	63	56	54	53	62	62	65	n/a	n/a
Small Rural	58 ▼	59	61	58	58	56	58	58	60	n/a
State-wide	57 ▼	59	60	59	60	59	59	59	61	62
Other	56	62	55	55	53	63	62	64	n/a	n/a
18-34	52 ▼	65	60	60	50	68	63	69	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: 38 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Informing the community performance

2023 informing community performance (%)

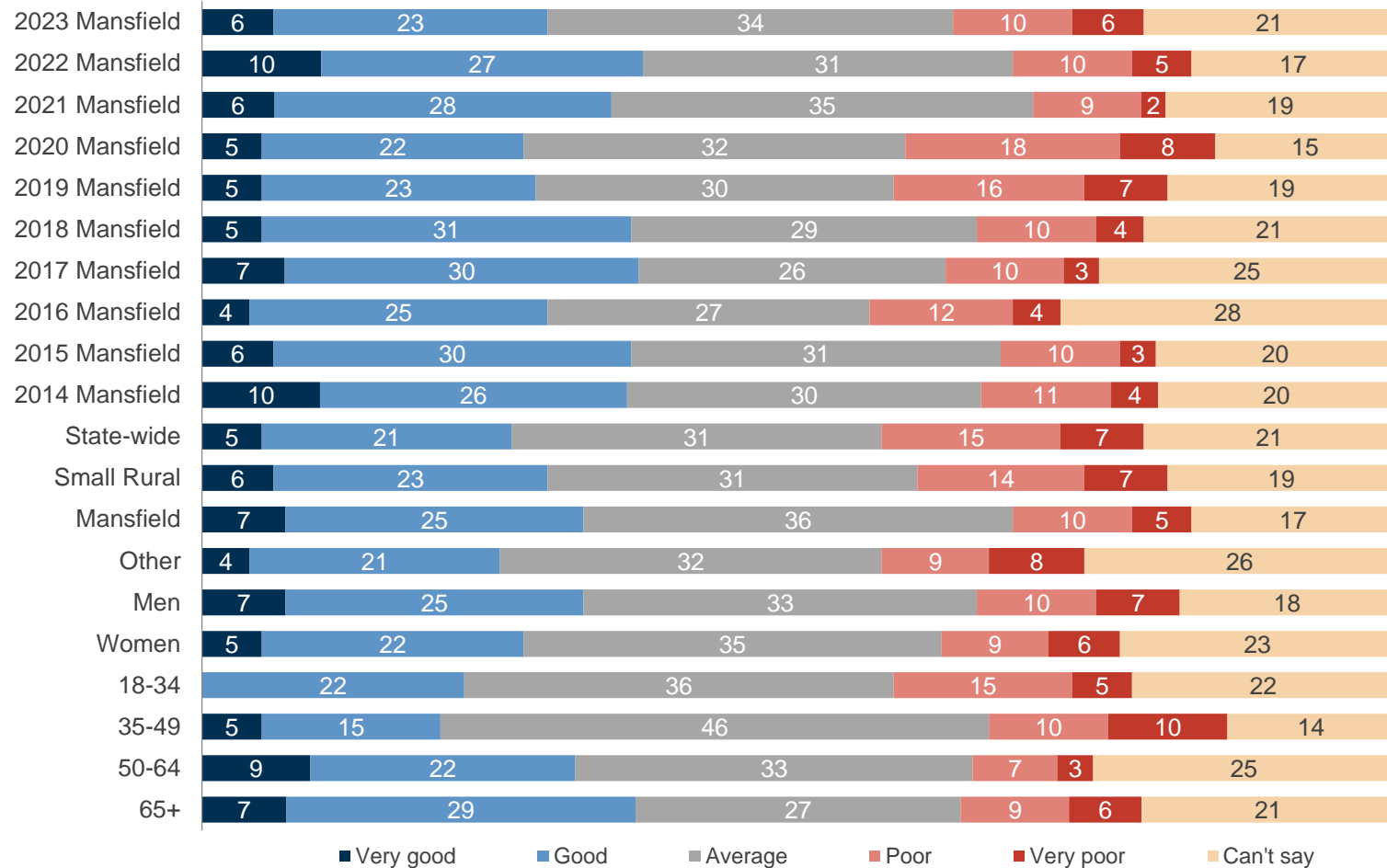|	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	13	40	27	12	6	2
2022 Mansfield	14	39	30	10	4	2
2021 Mansfield	10	32	37	12	6	4
2020 Mansfield	8	34	33	15	7	2
2019 Mansfield	9	34	31	16	9	2
2018 Mansfield	12	43	26	13	4	3
2017 Mansfield	16	37	30	11	4	2
2016 Mansfield	12	44	25	10	4	5
State-wide	11	33	31	15	6	3
Small Rural	12	35	30	14	6	3
Mansfield	16	41	29	11		2
Other	10	37	25	13	11	3
Men	14	42	23	12	9	1
Women	13	38	32	12	3	2
18-34	12	28	25	27	8	
35-49	9	46	27	13	5	1
50-64	14	35	29	11	7	4
65+	16	44	28	6	5	1

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Mansfield	57	57	61	56	53	55	60	63	65	67
18-34	56	58	63	55	53	64	64	58	72	64
35-49	56	61	62	64	58	51	52	63	66	69
Men	55	57	60	57	55	52	58	62	61	63
Mansfield	54	57	58	54	53	52	58	59	63	63
Women	53	58	57	52	51	52	57	57	65	63
65+	52	56	54	52	50	47	59	61	61	60
State-wide	52	57	59	58	59	58	57	57	58	58
Small Rural	52	55	58	57	57	57	57	58	59	n/a
50-64	51	55	59	48	51	50	56	53	55	59
Other	49	56	53	51	51	47	53	54	63	54

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance

2023 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	11	30	29	16	11	3
2022 Mansfield	13	31	32	15	7	2
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
State-wide	10	30	28	18	12	2
Small Rural	8	31	27	18	11	4
Mansfield	12	34	32	14	8	1
Other	9	25	25	19	15	7
Men	11	33	29	14	12	1
Women	10	28	29	18	9	6
18-34	15	35	19	23	8	
35-49	13	30	35	10	10	1
50-64	2	38	31	14	11	3
65+	12	25	29	17	12	6

Legend: ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say
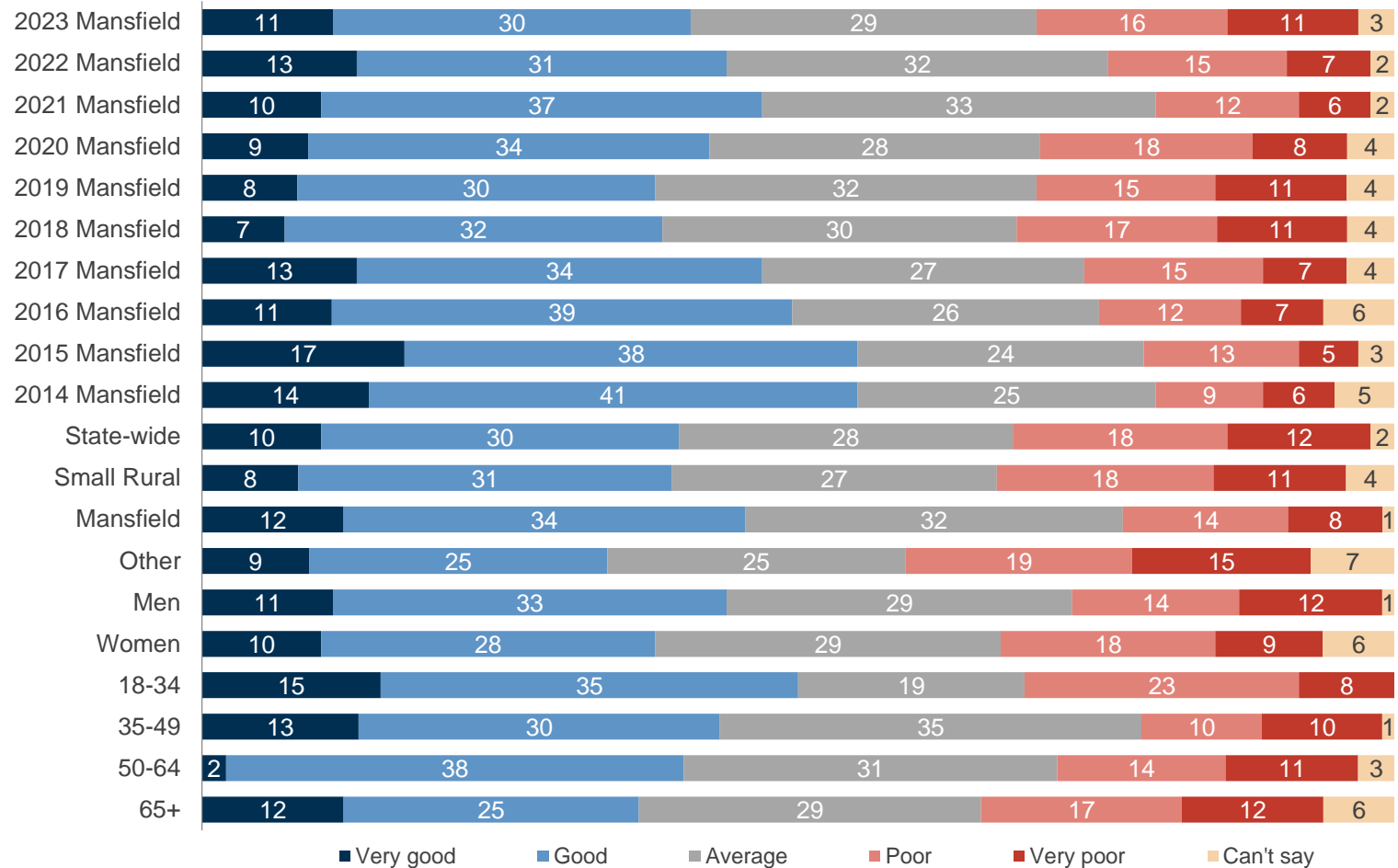
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

Parking facilities performance

2023 parking performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	60 ▲	60	62	60	60	60	63	61	62	n/a
50-64	58	51	53	50	45	49	49	50	50	56
Mansfield	55	48	54	52	49	53	52	53	53	57
State-wide	55	57	58	55	56	56	55	56	57	57
Women	53	51	56	52	49	54	54	53	55	58
Mansfield	53	51	53	52	49	54	54	55	56	57
Men	53	50	51	53	49	54	54	56	56	56
65+	52	52	50	48	50	52	54	55	59	55
18-34	52	45	59	62	51	58	65	60	53	59
Other	49	55	53	54	49	56	55	58	61	57
35-49	48	53	54	54	50	58	49	55	59	60

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2023 parking performance (%)

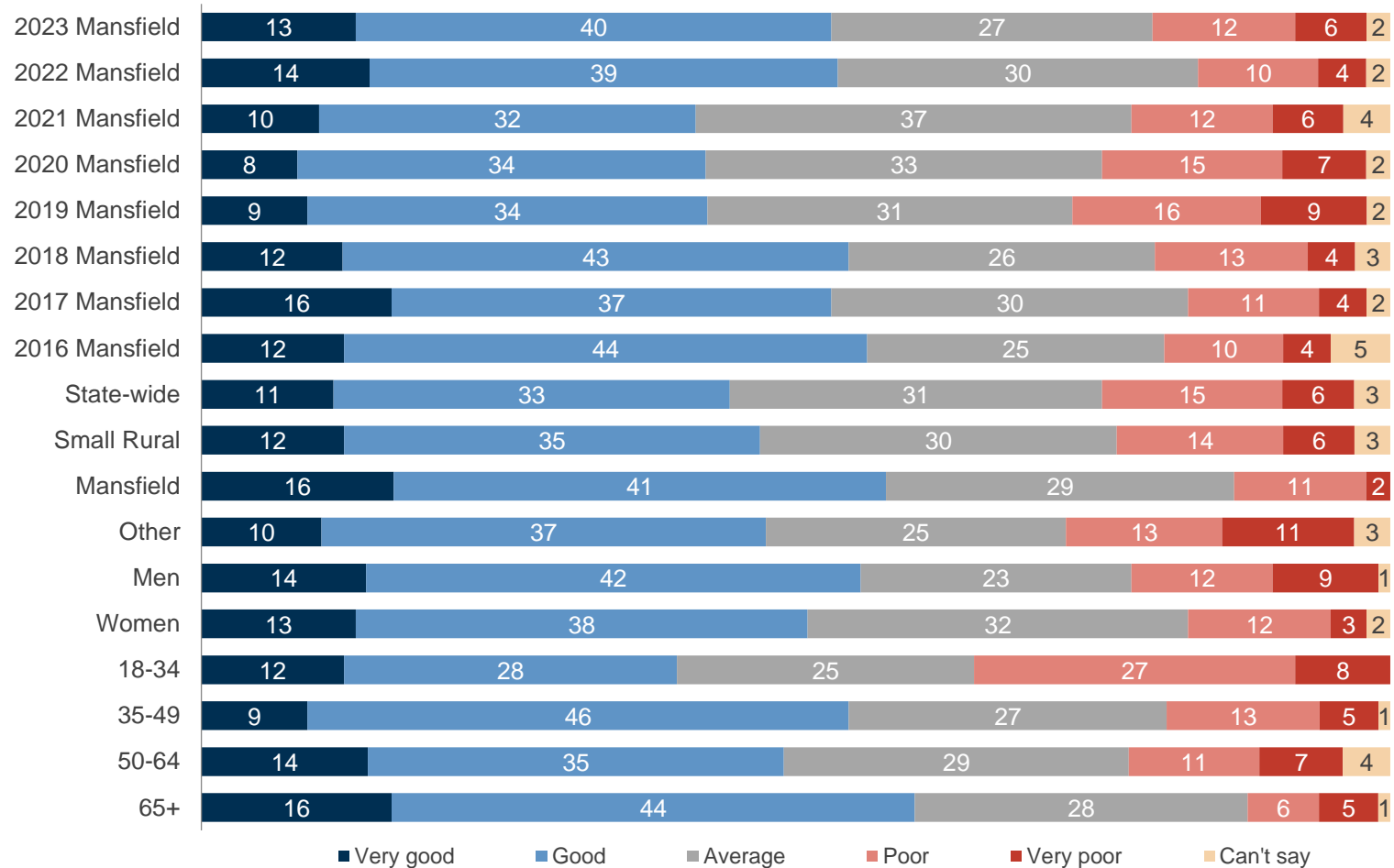|	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	9	30	31	17	11	2
2022 Mansfield	5	30	36	18	10	1
2021 Mansfield	9	29	35	17	8	3
2020 Mansfield	8	30	34	18	9	2
2019 Mansfield	6	28	32	19	13	1
2018 Mansfield	8	34	30	17	9	2
2017 Mansfield	9	34	28	16	11	1
2016 Mansfield	13	29	30	16	10	2
2015 Mansfield	10	34	31	16	7	1
2014 Mansfield	11	37	28	14	8	1
State-wide	8	33	32	15	8	3
Small Rural	11	40	30	11	6	2
Mansfield	10	33	31	17	8	
Other	8	25	31	16	15	4
Men	10	29	31	17	11	3
Women	9	31	31	17	11	1
18-34	12	29	24	25	10	
35-49	4	33	27	20	14	3
50-64	10	43	25	9	11	1
65+	11	23	39	16	9	3

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 3

Enforcement of local laws performance

2023 law enforcement performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	68	67	67	68	63	68	73	67	65	73
Mansfield	65	67	66	65	61	65	69	66	65	69
Women	65	70	68	65	65	65	68	67	68	70
35-49	65	70	69	67	61	69	65	70	66	69
Mansfield	64	66	65	62	60	64	67	66	65	67
Men	63	62	62	59	56	64	65	64	62	64
50-64	63	62	62	56	57	61	61	65	63	62
65+	62	65	63	59	61	61	68	63	65	66
Other	62	63	63	57	60	64	62	65	64	64
State-wide	61▼	63	64	63	64	64	64	63	66	66
Small Rural	61▼	62	63	62	63	63	65	64	66	n/a

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

2023 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	11	44	26	6	5	9
2022 Mansfield	14	40	27	6	2	10
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
State-wide	10	35	28	8	4	15
Small Rural	10	34	29	8	5	14
Mansfield	10	49	26	6	3	6
Other	13	36	26	5	8	12
Men	10	43	26	7	5	9
Women	12	45	26	5	4	9
18-34	14	52	22	5	3	5
35-49	11	44	29	5	4	6
50-64	10	37	29	9	2	13
65+	10	44	24	5	7	9

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

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

Family support services performance

2023 family support performance (index scores)

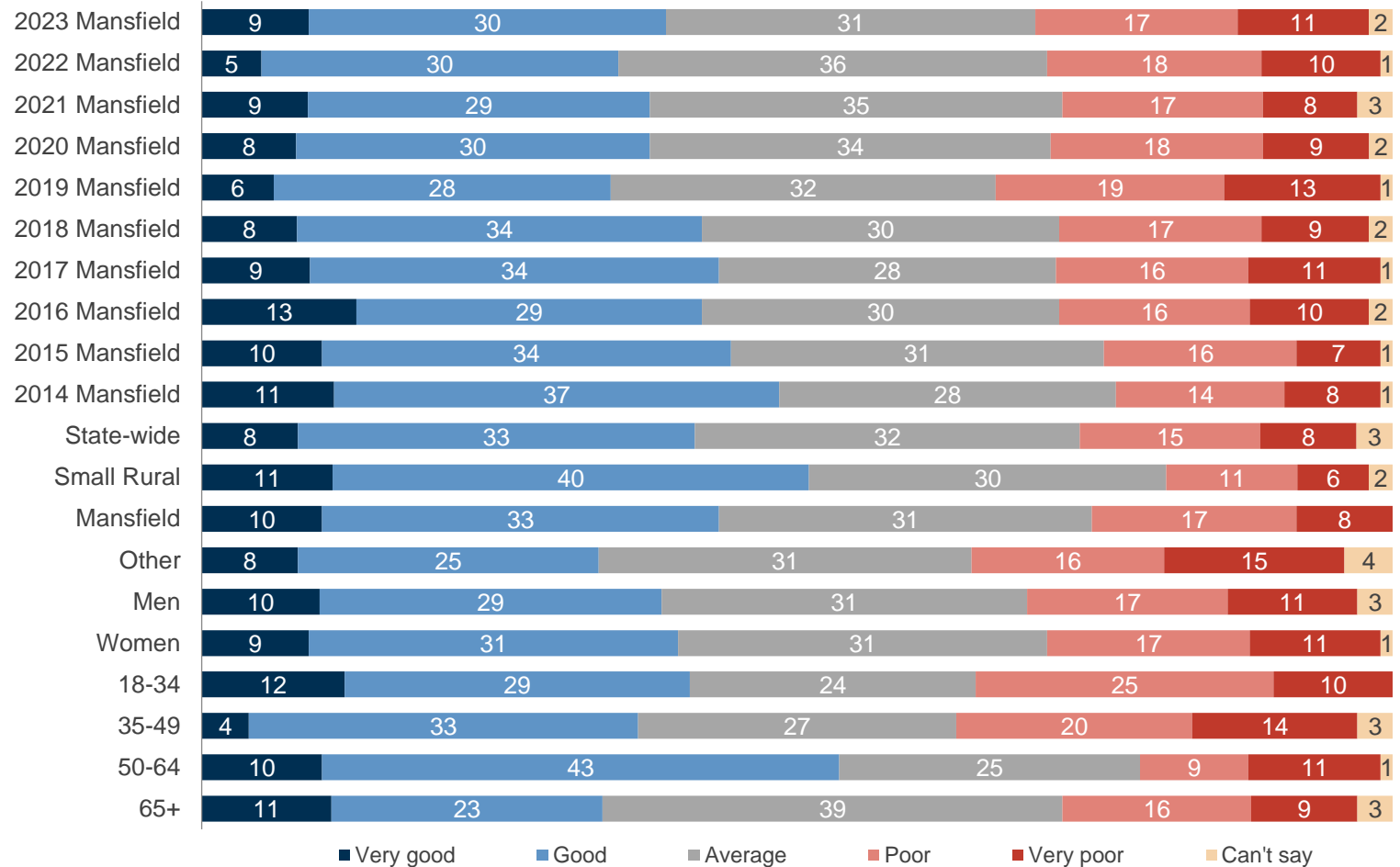|	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	70	70	69	70	72	70	79	75	75	74
Mansfield	70 ▲	70	69	69	70	72	74	74	75	72
Women	67	69	70	68	69	72	74	72	75	74
Mansfield	66	69	67	67	69	72	73	72	73	72
50-64	66	69	67	61	64	69	70	67	69	73
Men	66	70	64	66	69	71	73	71	71	70
35-49	64	70	65	67	68	71	67	72	73	74
18-34	63	69	67	66	70	77	74	73	73	66
State-wide	63 ▼	65	66	66	67	66	67	66	67	68
Small Rural	62 ▼	64	66	66	68	67	68	66	67	n/a
Other	61 ▼	69	62	63	66	72	72	69	71	71

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2023 family support performance (%)

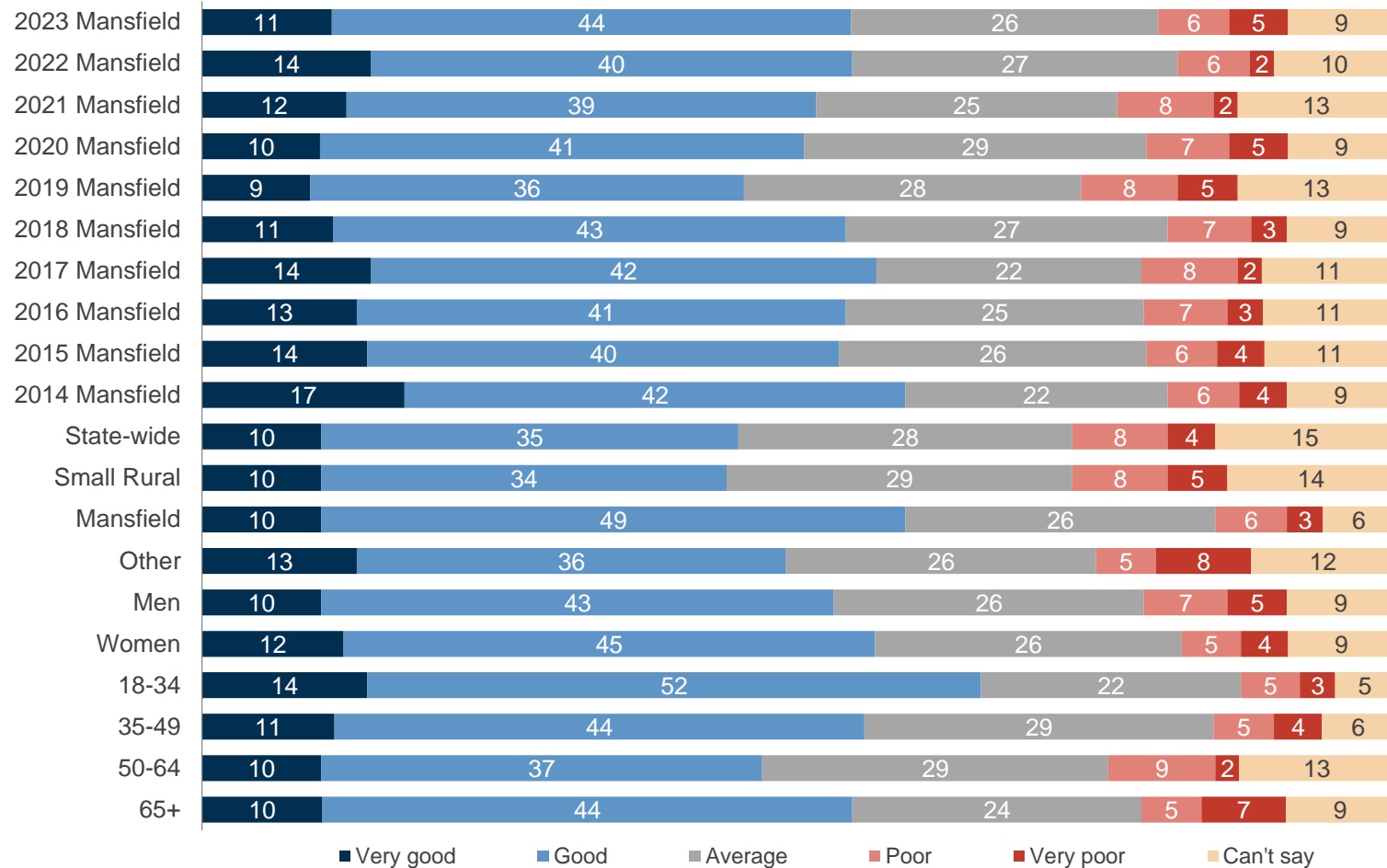|	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	13	32	15	5	3	31
2022 Mansfield	13	37	20	4	1	25
2021 Mansfield	13	32	25	3	2	24
2020 Mansfield	11	38	18	5	2	25
2019 Mansfield	14	32	17	4	2	31
2018 Mansfield	12	41	14	3	1	30
2017 Mansfield	16	37	14	3		30
2016 Mansfield	12	36	12	1	2	37
2015 Mansfield	17	38	17	3		25
2014 Mansfield	17	36	19	3		24
State-wide	9	27	22	6	3	34
Small Rural	9	25	20	5	3	38
Mansfield	17	33	16	5	2	27
Other	7	31	14	6	6	37
Men	12	32	16	4	4	32
Women	13	33	15	6	3	30
18-34	9	39	14	5	8	25
35-49	13	35	19	6	5	22
50-64	10	29	11	7	2	41
65+	15	29	16	4	2	34

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

Recreational facilities performance

2023 recreational facilities performance (index scores)

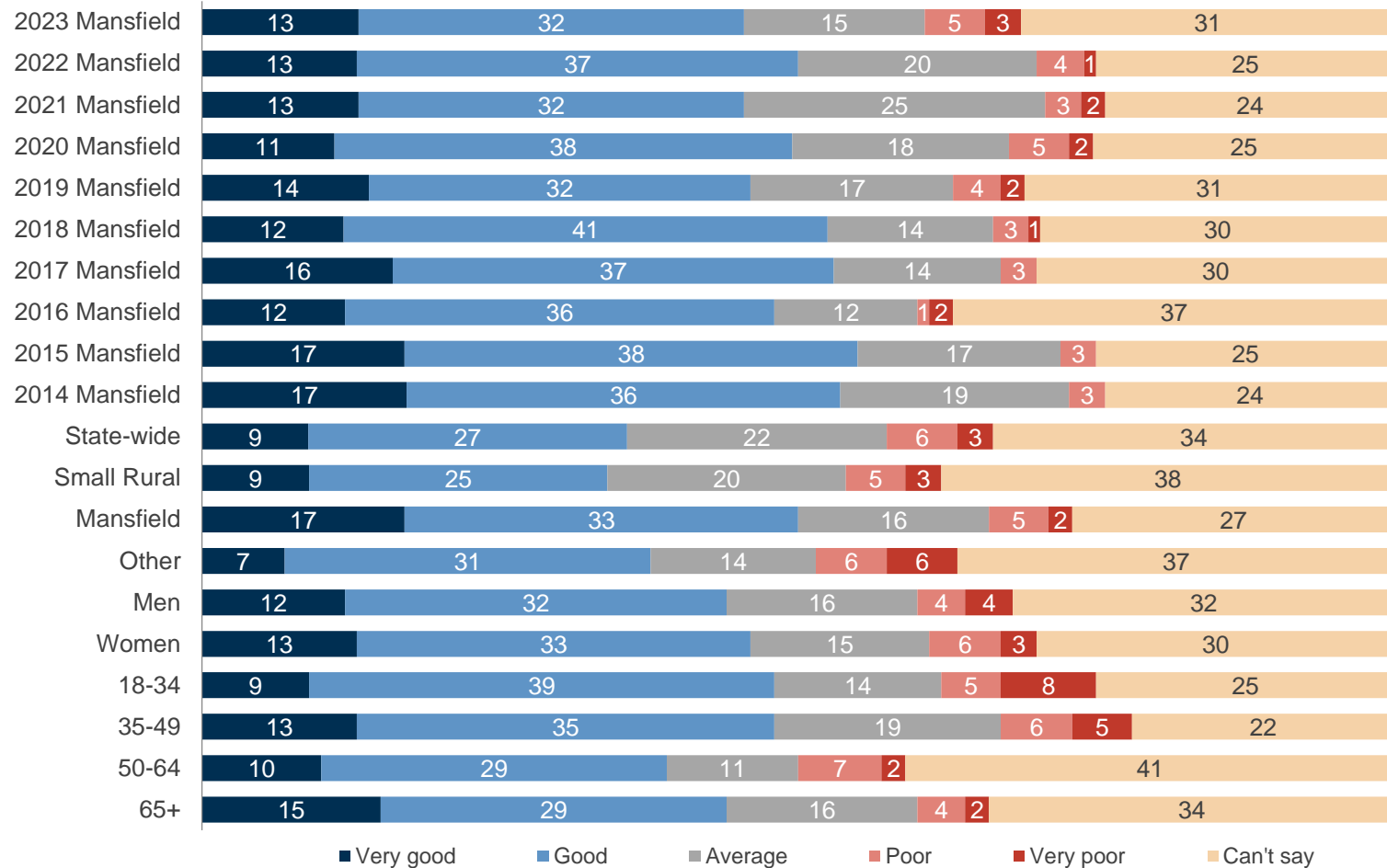|	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	71	75	73	72	74	74	77	72	75	74
50-64	70	74	69	60	64	69	70	68	72	68
Women	69	75	73	65	67	71	75	68	73	75
Mansfield	68	77	72	67	68	75	75	71	73	78
State-wide	68	69	71	70	70	69	70	69	70	71
Mansfield	68	76	72	67	68	72	74	69	72	74
Small Rural	67	69	69	68	68	69	69	68	70	n/a
Other	66	74	71	69	68	68	72	65	72	68
Men	66	76	70	70	70	74	73	70	71	72
35-49	64	74	74	67	63	72	74	65	71	75
18-34	63	80	68	67	68	74	75	68	68	80

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2023 recreational facilities performance (%)

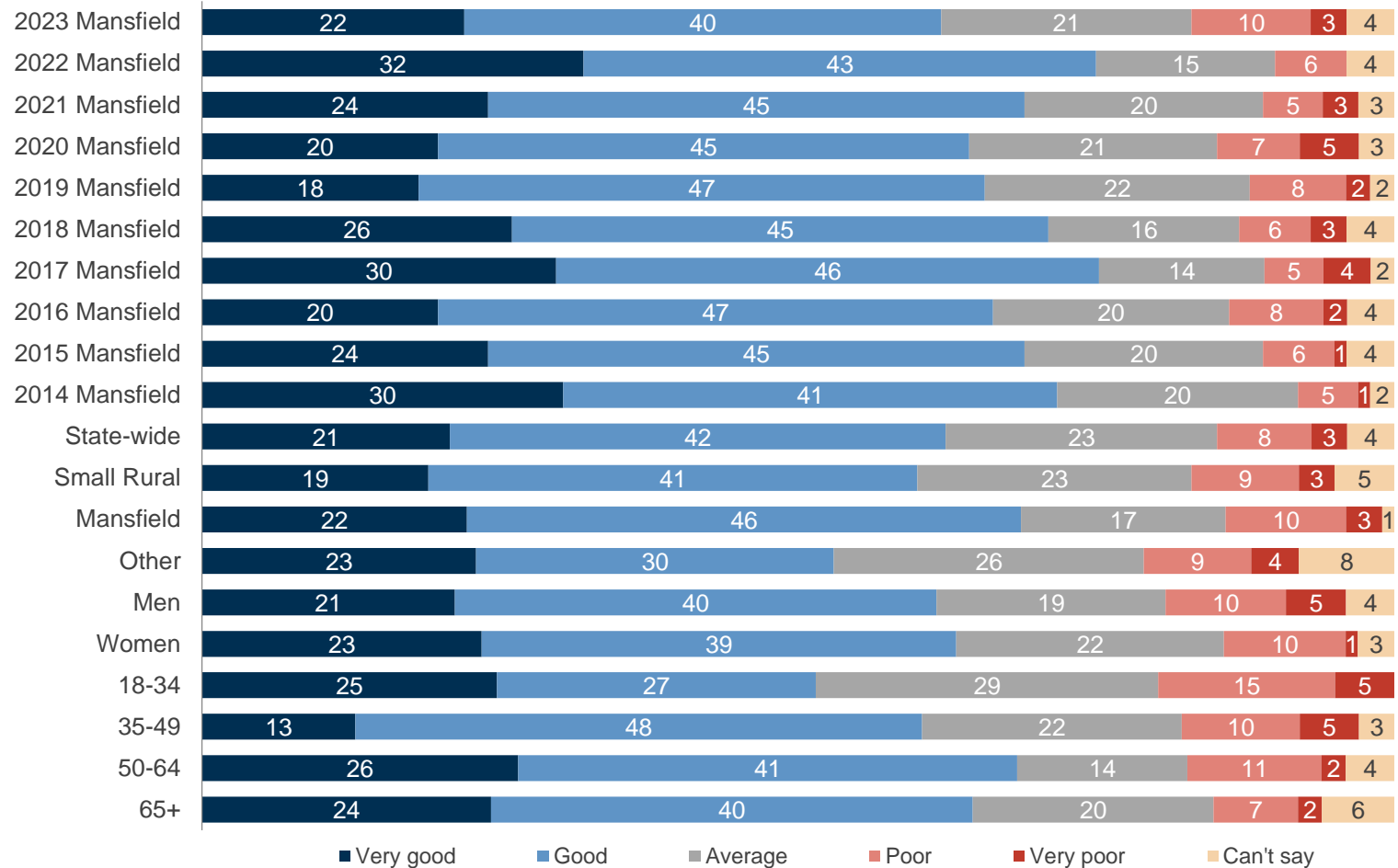|	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	22	40	21	10	3	4
2022 Mansfield	32	43	15	6		4
2021 Mansfield	24	45	20	5	3	3
2020 Mansfield	20	45	21	7	5	3
2019 Mansfield	18	47	22	8	2	2
2018 Mansfield	26	45	16	6	3	4
2017 Mansfield	30	46	14	5	4	2
2016 Mansfield	20	47	20	8	2	4
2015 Mansfield	24	45	20	6	1	4
2014 Mansfield	30	41	20	5	1	2
State-wide	21	42	23	8	3	4
Small Rural	19	41	23	9	3	5
Mansfield	22	46	17	10	3	1
Other	23	30	26	9	4	8
Men	21	40	19	10	5	4
Women	23	39	22	10	1	3
18-34	25	27	29	15	5	
35-49	13	48	22	10	5	3
50-64	26	41	14	11	2	4
65+	24	40	20	7	2	6

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13

The appearance of public areas performance

2023 public areas performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Mansfield	84	85	84	75	78	81	81	79	82	85
50-64	83	82	81	73	77	77	77	75	82	79
Women	83	83	84	74	77	78	81	76	82	82
35-49	82	84	85	76	82	78	79	78	82	81
Mansfield	82	84	82	75	77	77	81	77	81	81
65+	81	83	80	75	77	77	81	78	80	82
18-34	80	87	85	72	74	77	87	78	79	83
Men	80	85	81	75	78	77	80	78	79	80
Other	77▼	82	79	73	76	73	79	74	79	75
Small Rural	71▼	73	75	72	73	72	74	73	74	n/a
State-wide	67▼	71	73	72	72	71	71	71	72	72

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2023 public areas performance (%)

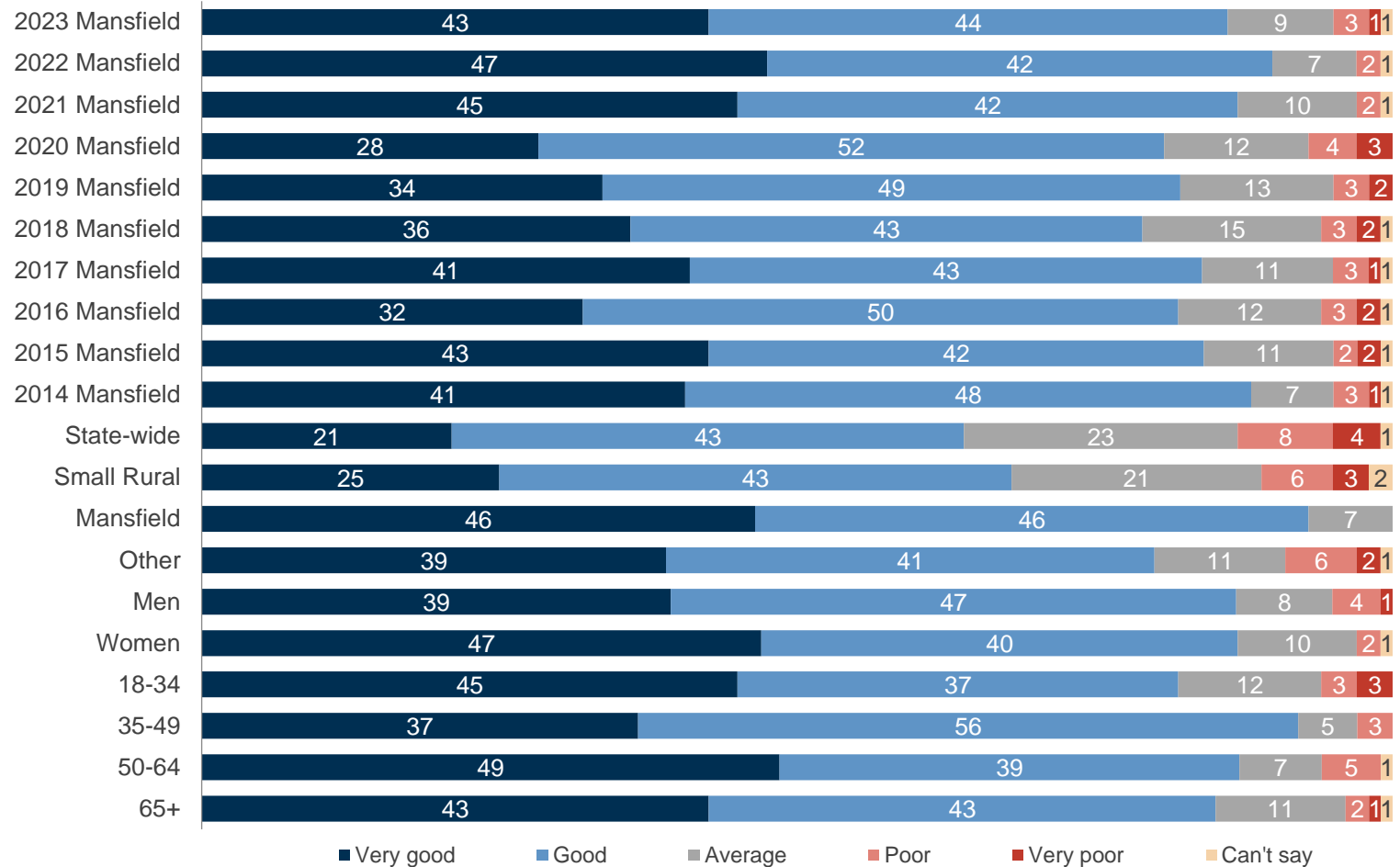|	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	43	44	9	3	1	1
2022 Mansfield	47	42	7	2		1
2021 Mansfield	45	42	10	2		1
2020 Mansfield	28	52	12	4	3	
2019 Mansfield	34	49	13	3	2	
2018 Mansfield	36	43	15	3	2	1
2017 Mansfield	41	43	11	3	1	1
2016 Mansfield	32	50	12	3	2	
2015 Mansfield	43	42	11	2	2	1
2014 Mansfield	41	48	7	3	1	1
State-wide	21	43	23	8	4	1
Small Rural	25	43	21	6	3	2
Mansfield	46	46	7			
Other	39	41	11	6	2	1
Men	39	47	8	4		1
Women	47	40	10	2		1
18-34	45	37	12	3	3	
35-49	37	56	5	3		
50-64	49	39	7	5		1
65+	43	43	11	2	1	1

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14

Art centres and libraries performance

2023 art centres and libraries performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Mansfield	75	70	69	74	74	75	76	n/a	n/a	n/a
Women	74	72	72	74	75	77	80	n/a	n/a	n/a
50-64	73	66	70	69	69	72	74	n/a	n/a	n/a
35-49	73	74	74	72	77	75	71	n/a	n/a	n/a
State-wide	73	73	73	74	74	74	73	72	73	75
Small Rural	73	71	72	74	74	73	72	71	69	n/a
Mansfield	73	71	70	73	74	73	75	n/a	n/a	n/a
65+	72	73	74	77	78	73	81	n/a	n/a	n/a
18-34	72	70	60	67	69	74	71	n/a	n/a	n/a
Men	71	71	69	71	73	70	71	n/a	n/a	n/a
Other	68▼	75	74	71	73	73	75	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: 30 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

2023 art centres and libraries performance (%)

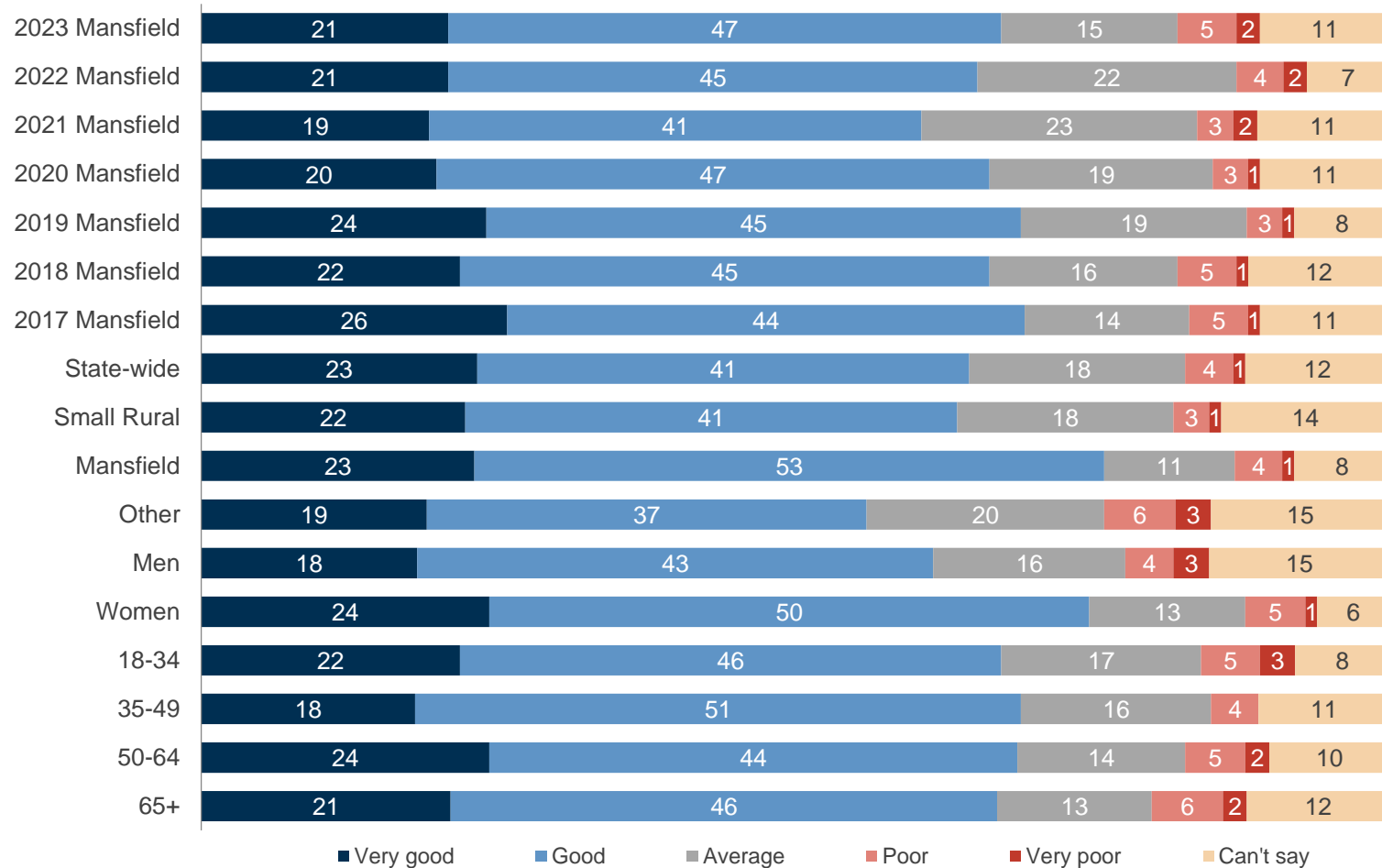|	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	21	47	15	5	2	11
2022 Mansfield	21	45	22	4	2	7
2021 Mansfield	19	41	23	3	2	11
2020 Mansfield	20	47	19	3	1	11
2019 Mansfield	24	45	19	3	1	8
2018 Mansfield	22	45	16	5	1	12
2017 Mansfield	26	44	14	5	1	11
State-wide	23	41	18	4	1	12
Small Rural	22	41	18	3	1	14
Mansfield	23	53	11	4	1	8
Other	19	37	20	6	3	15
Men	18	43	16	4	3	15
Women	24	50	13	5	1	6
18-34	22	46	17	5	3	8
35-49	18	51	16	4		11
50-64	24	44	14	5	2	10
65+	21	46	13	6	2	12

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

Waste management performance

2023 waste management performance (index scores)

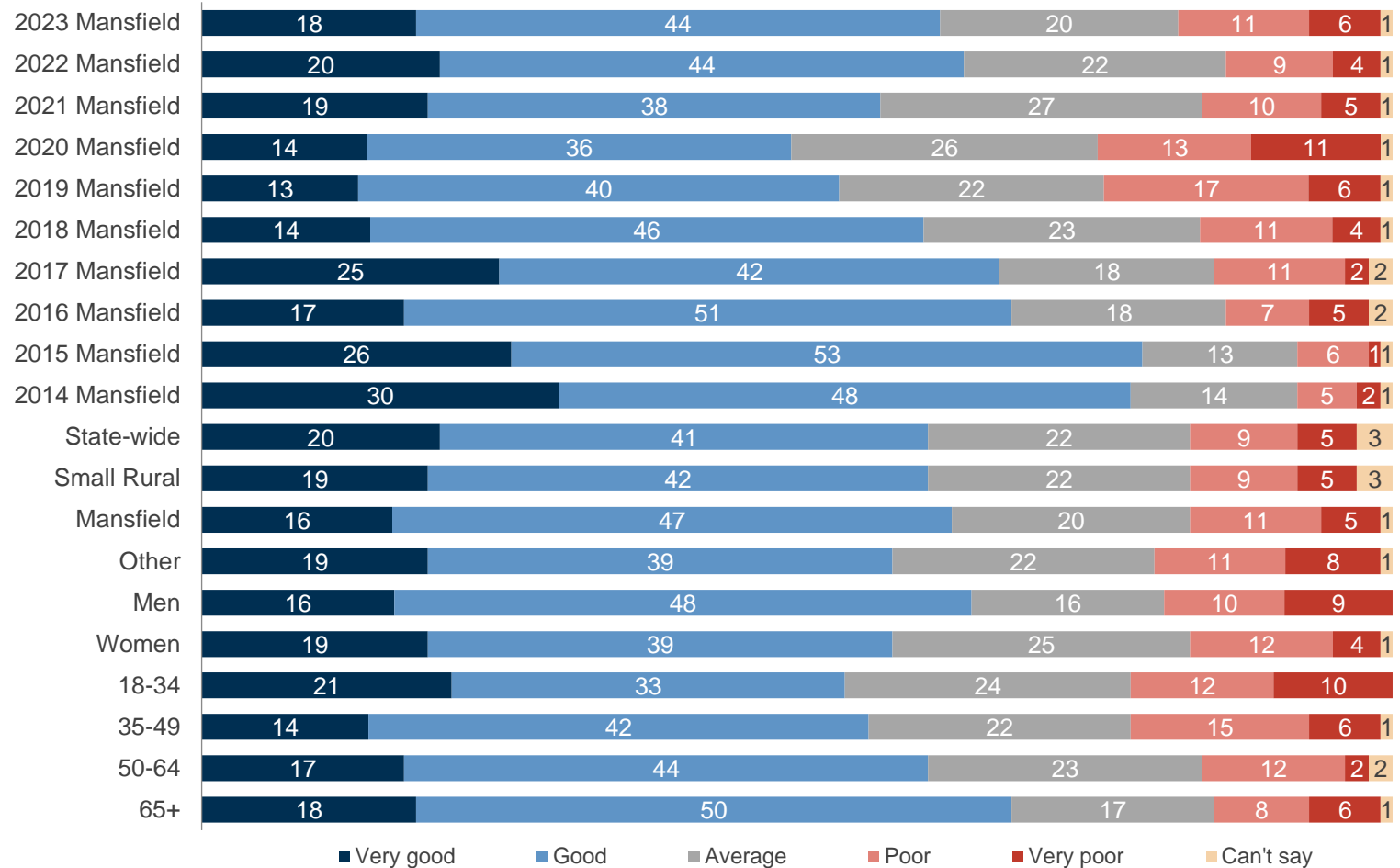|	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	67	69	66	61	65	65	72	73	79	75
State-wide	66	68	69	65	68	70	71	70	72	73
Small Rural	66	68	68	64	66	69	70	69	71	n/a
50-64	65	65	63	53	58	64	68	63	75	76
Women	65	66	62	56	58	63	69	66	73	74
Mansfield	64	68	64	59	59	63	71	68	75	77
Mansfield	64	67	64	57	60	64	70	68	75	75
Other	63	66	64	55	60	65	68	67	75	72
Men	63	69	65	59	61	64	71	69	76	75
18-34	61	65	60	53	53	63	74	59	74	74
35-49	61	67	62	60	57	62	65	71	68	74

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

2023 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	18	44	20	11	6	1
2022 Mansfield	20	44	22	9	4	1
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
State-wide	20	41	22	9	5	3
Small Rural	19	42	22	9	5	3
Mansfield	16	47	20	11	5	1
Other	19	39	22	11	8	1
Men	16	48	16	10	9	
Women	19	39	25	12	4	1
18-34	21	33	24	12	10	
35-49	14	42	22	15	6	1
50-64	17	44	23	12	2	2
65+	18	50	17	8	6	1

Legend: ■ 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

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Council's general town planning policy performance

2023 town planning performance (index scores)

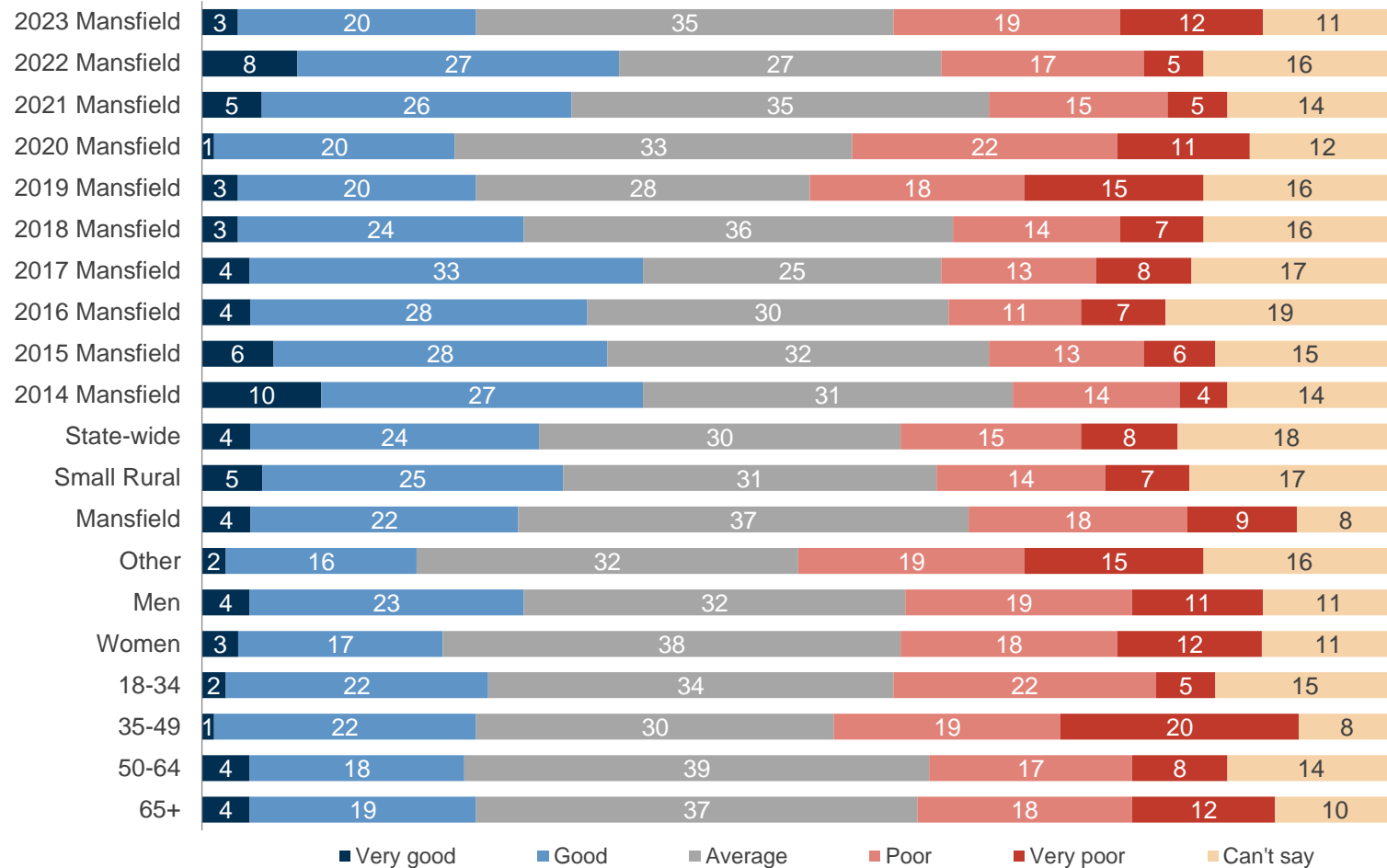|	2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural — 52 ▲	56	55	50	48	53	51	49	53	n/a
State-wide — 50 ▲	54	55	54	55	54	53	52	54	55
18-34 — 49	48	60	43	46	56	55	55	52	72
50-64 — 48	55	47	37	38	48	48	49	51	50
Mansfield — 48	52	53	44	43	51	54	54	55	60
Men — 47	57	51	42	43	50	53	52	55	56
65+ — 46	59	55	48	45	52	59	55	60	57
Mansfield — 46	54	53	44	44	51	54	53	55	57
Women — 45	51	54	46	45	51	55	54	55	58
Other — 41 ▼	57	53	44	45	51	50	51	54	53
35-49 — 40	50	48	44	46	49	50	53	52	54

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

2023 town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	3	20	35	19	12	11
2022 Mansfield	8	27	27	17	5	16
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
State-wide	4	24	30	15	8	18
Small Rural	5	25	31	14	7	17
Mansfield	4	22	37	18	9	8
Other	2	16	32	19	15	16
Men	4	23	32	19	11	11
Women	3	17	38	18	12	11
18-34	2	22	34	22	5	15
35-49	1	22	30	19	20	8
50-64	4	18	39	17	8	14
65+	4	19	37	18	12	10

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3

Planning and building permits performance

2023 planning and building permits performance (index scores)

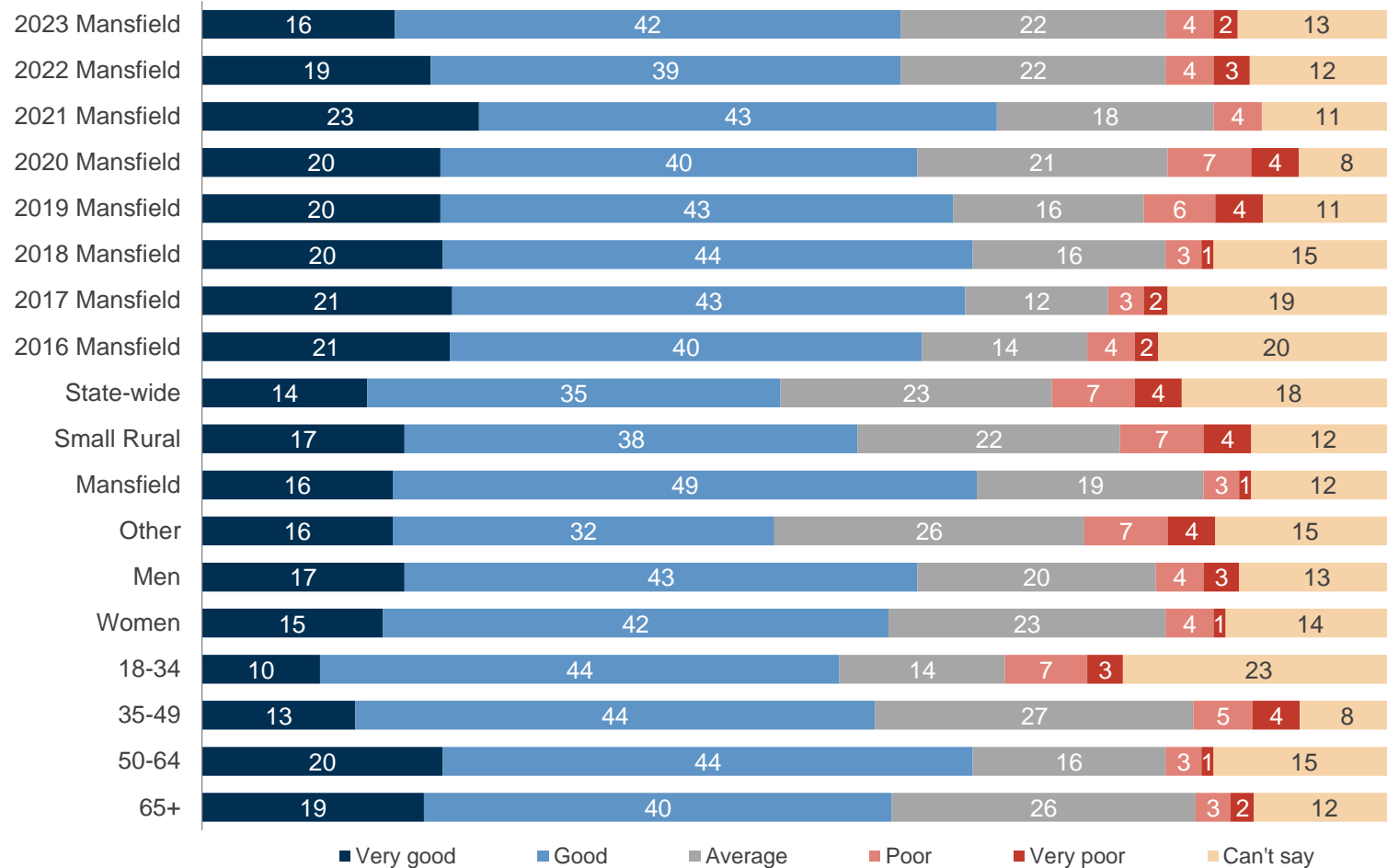|	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	48	56	53	37	35	56	44	50	49	63
State-wide	47 ▲	50	51	51	52	52	51	50	54	53
Small Rural	45 ▲	48	49	46	48	51	51	50	53	n/a
50-64	45	50	45	35	33	44	41	42	47	53
Mansfield	42	47	44	41	36	45	43	49	51	58
65+	42	54	51	41	39	45	52	50	54	52
Men	41	51	45	40	33	46	44	48	48	51
Mansfield	41	50	45	40	36	46	45	48	50	55
Women	40	49	45	40	40	46	46	49	52	58
Other	39	54	48	38	35	50	46	45	49	50
35-49	30 ▼	39	30	46	38	42	40	51	48	52

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2023 planning and building permits performance (%)

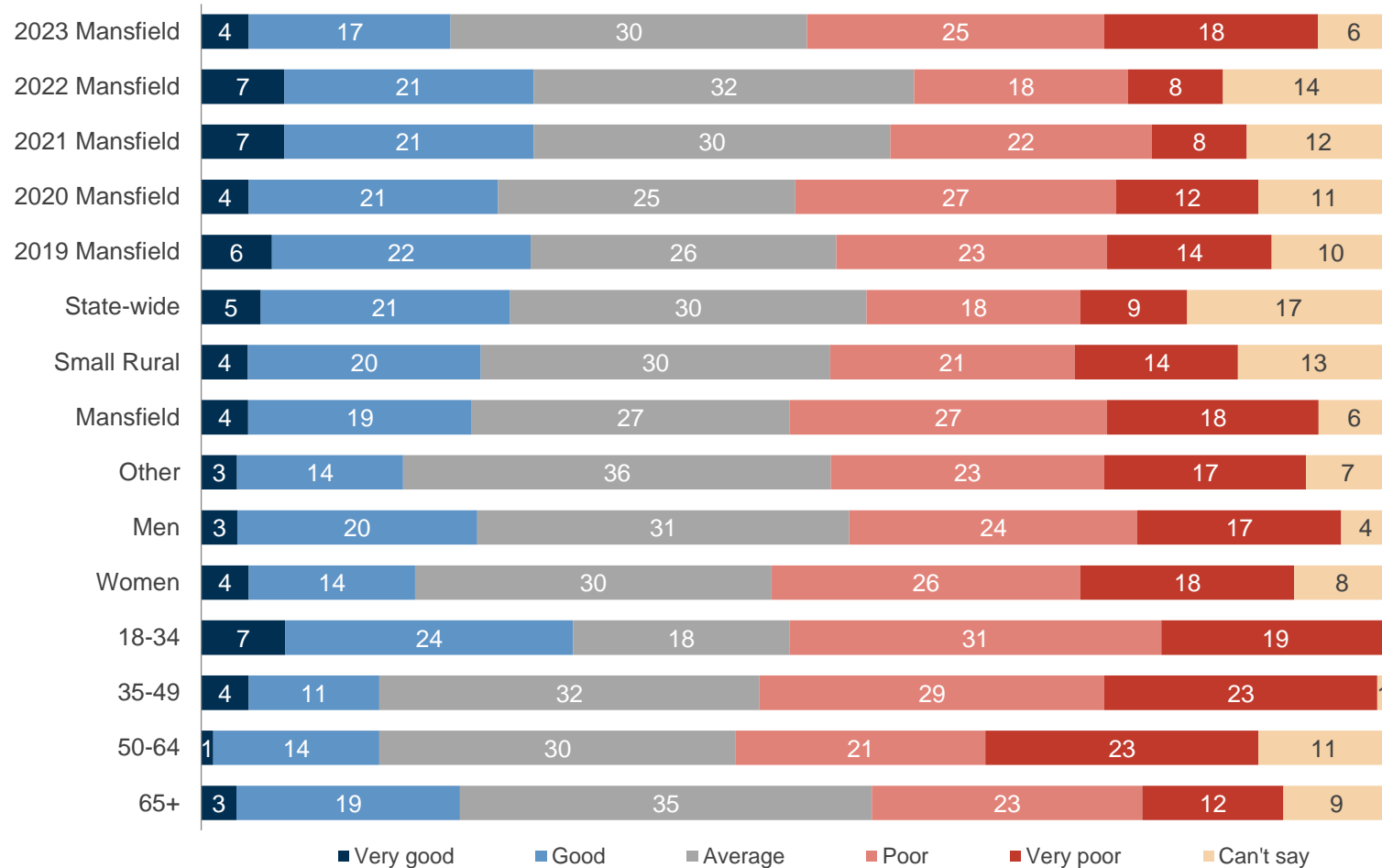|	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	3	17	27	23	15	16
2022 Mansfield	4	24	28	18	7	19
2021 Mansfield	4	21	25	19	12	19
2020 Mansfield	2	13	31	17	16	20
2019 Mansfield	2	13	24	22	20	18
2018 Mansfield	5	16	31	16	11	21
2017 Mansfield	3	18	29	13	13	24
2016 Mansfield	4	20	24	15	9	29
2015 Mansfield	4	23	29	14	9	21
2014 Mansfield	6	27	29	12	6	19
State-wide	5	19	26	16	12	23
Small Rural	5	17	25	17	13	23
Mansfield	3	18	29	23	15	11
Other	2	14	24	22	16	22
Men	3	22	24	22	18	12
Women	2	12	30	24	12	19
18-34	5	27	26	22	10	10
35-49		9	25	32	25	9
50-64	6	17	21	22	11	23
65+	2	17	31	19	14	18
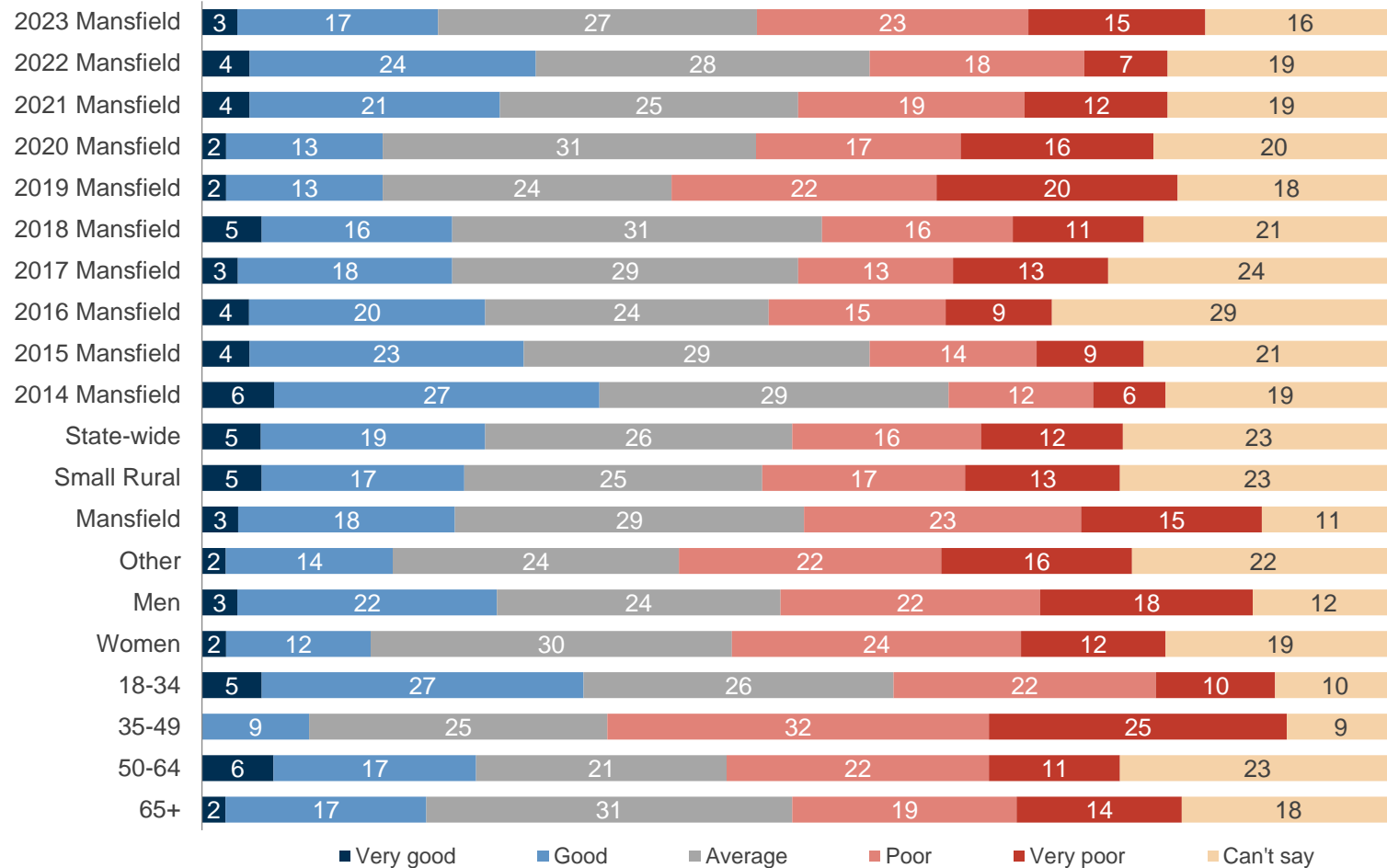
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

Emergency and disaster management performance

2023 emergency and disaster management performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	73	69	74	62	68	71	73	70	n/a	n/a
Mansfield	72	67	75	70	70	75	76	75	n/a	n/a
65+	70	71	72	69	72	74	77	73	n/a	n/a
Women	69	70	75	66	73	74	76	72	n/a	n/a
Mansfield	69	69	74	68	70	73	74	73	n/a	n/a
Men	69	69	73	69	67	72	73	74	n/a	n/a
18-34	67	66	74	70	68	76	80	72	n/a	n/a
Small Rural	66▼	68	72	70	72	72	72	71	70	n/a
35-49	65	69	77	69	69	70	67	76	n/a	n/a
State-wide	65▼	66	71	68	72	71	70	69	70	71
Other	65	72	72	64	71	71	70	70	n/a	n/a

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
Note: Please see Appendix A for explanation of significant differences.

Emergency and disaster management performance

2023 emergency and disaster management performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	16	42	22	4	2	13
2022 Mansfield	19	39	22	4	3	12
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	14	35	23	7	4	18
Small Rural	17	38	22	7	4	12
Mansfield	16	49	19	3	1	12
Other	16	32	26	7	4	15
Men	17	43	20	4	3	13
Women	15	42	23	4	1	14
18-34	10	44	14	7	3	23
35-49	13	44	27	5	4	8
50-64	20	44	16	3	1	15
65+	19	40	26	3	2	12

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

Planning for population growth in the area performance

2023 population growth performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	48 ▲	52	53	51	52	52	52	51	54	54
65+	44	54	50	47	47	n/a	n/a	n/a	n/a	n/a
Small Rural	44 ▲	49	52	44	51	n/a	n/a	n/a	n/a	n/a
18-34	42	54	53	48	52	n/a	n/a	n/a	n/a	n/a
Men	42	52	49	43	45	n/a	n/a	n/a	n/a	n/a
Mansfield	40	49	48	44	46	n/a	n/a	n/a	n/a	n/a
Mansfield	40	50	49	44	45	n/a	n/a	n/a	n/a	n/a
Other	40	51	50	44	42	n/a	n/a	n/a	n/a	n/a
Women	39	48	49	45	46	n/a	n/a	n/a	n/a	n/a
35-49	36	38	46	43	40	n/a	n/a	n/a	n/a	n/a
50-64	35	52	45	36	42	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: 20 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Planning for population growth in the area performance

2023 population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	4	17	30	25	18	6
2022 Mansfield	7	21	32	18	8	14
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	5	21	30	18	9	17
Small Rural	4	20	30	21	14	13
Mansfield	4	19	27	27	18	6
Other	3	14	36	23	17	7
Men	3	20	31	24	17	4
Women	4	14	30	26	18	8
18-34	7	24	18	31	19	
35-49	4	11	32	29	23	1
50-64	1	14	30	21	23	11
65+	3	19	35	23	12	9

■ 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: 20 Councils asked group: 2

Maintenance of unsealed roads in your area performance

2023 unsealed roads performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Mansfield	52 ▲	53	47	46	39	41	55	51	51	54
35-49	50	55	48	42	41	39	40	50	47	49
50-64	50	47	48	37	38	39	52	42	48	41
Men	48	53	43	45	42	42	54	50	49	47
Mansfield	47	53	45	44	41	40	50	48	49	47
Women	47	52	48	42	40	39	47	46	49	47
65+	47	52	45	43	43	41	51	50	52	48
18-34	42	55	40	53	40	43	59	48	48	50
Other	41 ▼	50	42	40	44	39	42	43	49	41
Small Rural	38 ▼	42	44	43	43	40	43	44	45	n/a
State-wide	37 ▼	41	45	44	44	43	44	43	45	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: 25 Councils asked group: 10
Note: Please see Appendix A for explanation of significant differences.

Maintenance of unsealed roads in your area performance
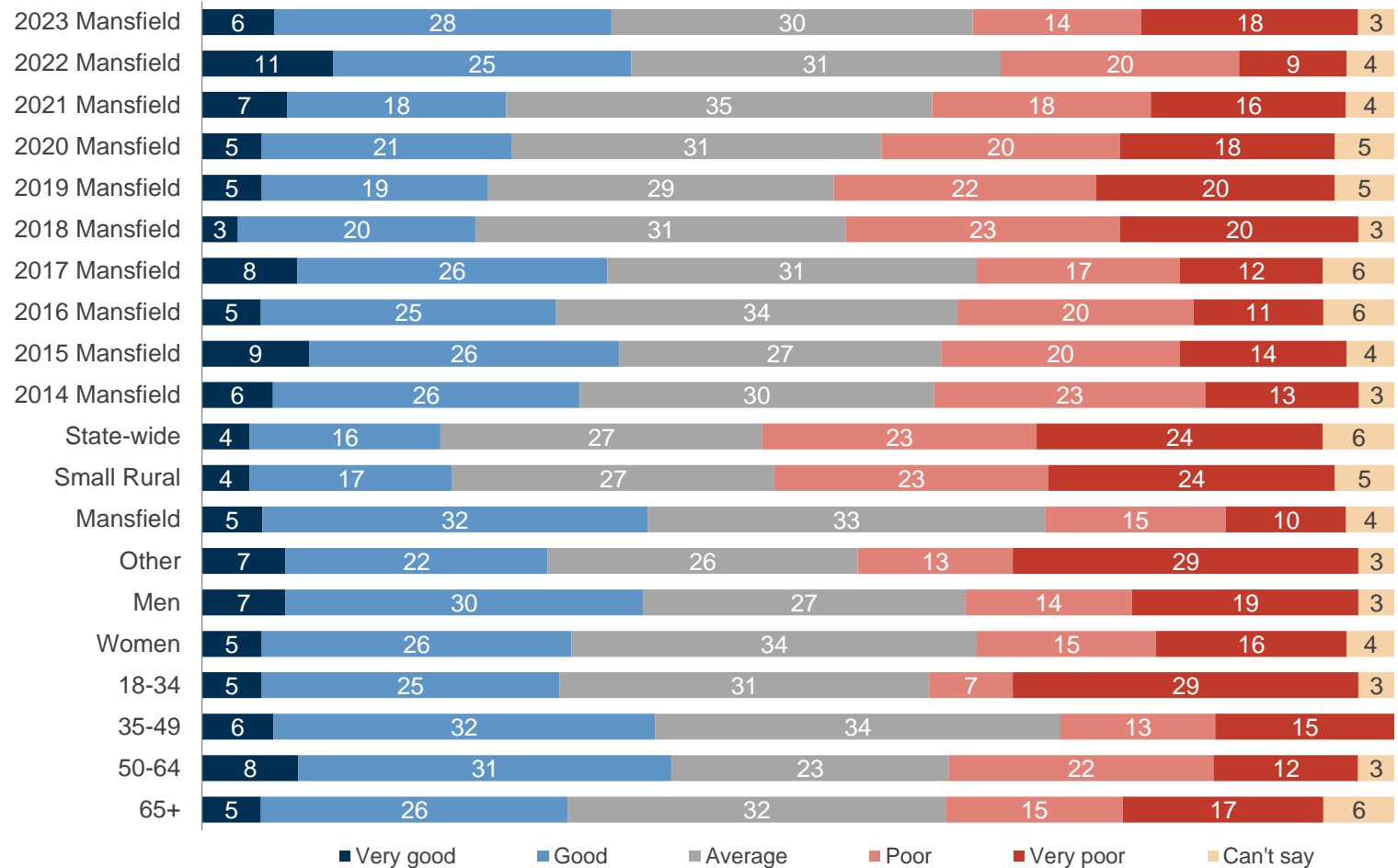
2023 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	6	28	30	14	18	3
2022 Mansfield	11	25	31	20	9	4
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
State-wide	4	16	27	23	24	6
Small Rural	4	17	27	23	24	5
Mansfield	5	32	33	15	10	4
Other	7	22	26	13	29	3
Men	7	30	27	14	19	3
Women	5	26	34	15	16	4
18-34	5	25	31	7	29	3
35-49	6	32	34	13	15	
50-64	8	31	23	22	12	3
65+	5	26	32	15	17	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: 25 Councils asked group: 10

Business and community development performance

2023 business/community development performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	61	61	61	53	53	57	62	58	60	64
Women	60	64	66	63	62	63	68	64	67	68
Mansfield	59	63	63	60	61	62	65	65	63	68
18-34	58	63	62	67	58	69	64	69	61	64
65+	57	64	62	61	63	61	68	61	67	67
State-wide	57	58	60	59	61	60	60	60	60	62
Mansfield	57	62	61	59	59	61	65	62	63	65
Small Rural	55	57	58	57	60	61	65	62	61	n/a
Other	54	60	58	57	57	59	63	57	65	62
Men	54		61	56	56	57	60	62	61	60	63
35-49	53	61	60	56	62	59	64	62	63	66

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Business and community development performance

2023 business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	7	33	29	10	6	15
2022 Mansfield	9	35	30	9	1	15
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	6	31	34	10	4	16
Small Rural	6	27	36	11	5	14
Mansfield	9	35	29	9	6	12
Other	4	30	29	11	6	20
Men	5	29	32	11	8	14
Women	9	36	26	9	5	16
18-34	17	29	17	15	10	12
35-49	5	32	37	11	9	6
50-64	9	29	28	9	2	23
65+	3	37	30	8	5	17
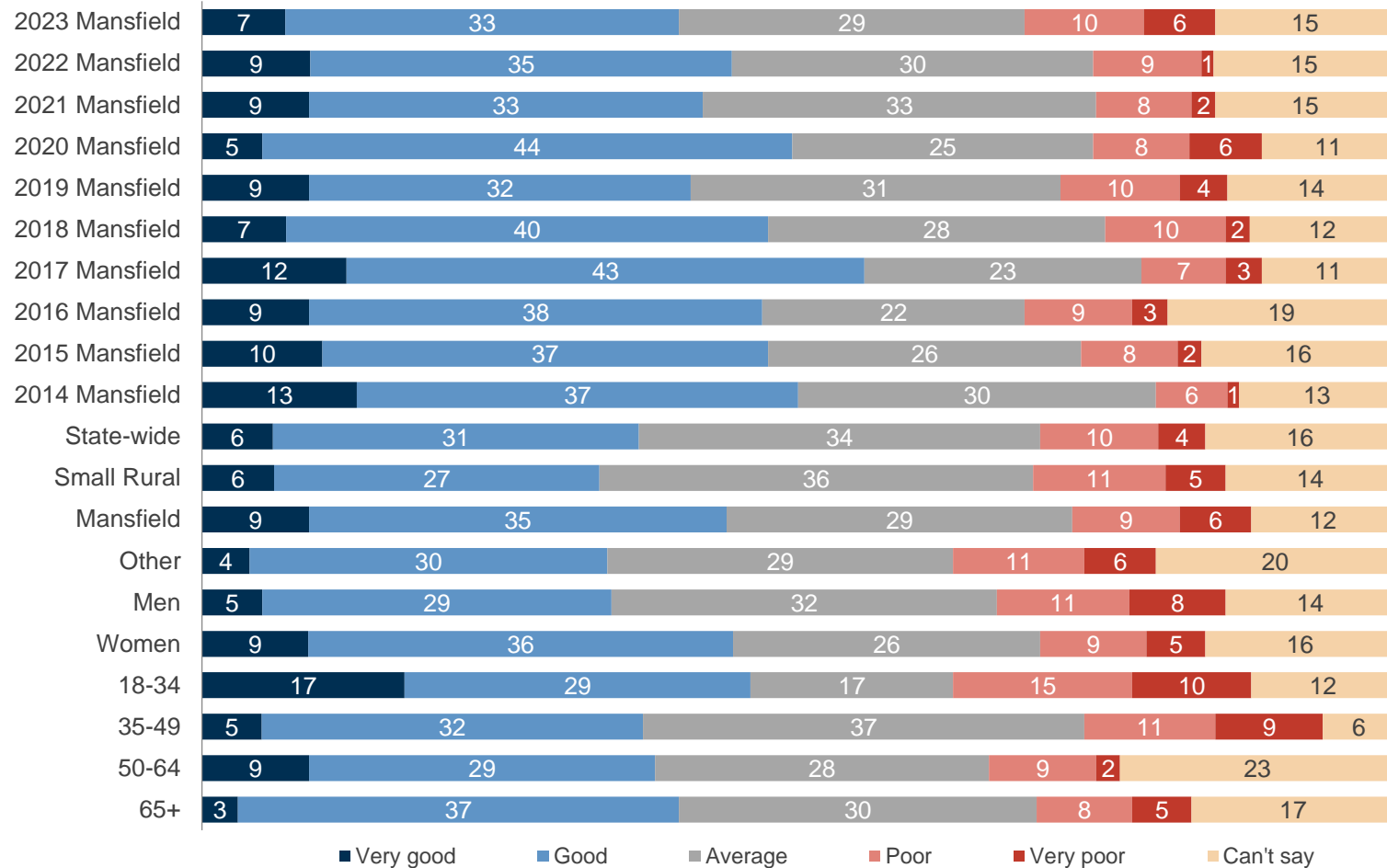
Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

Tourism development performance

2023 tourism development performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Mansfield	70	66	69	67	67	72	75	73	75	76
Women	70	68	68	67	67	71	77	72	76	77
50-64	70	68	70	60	65	65	72	69	72	73
65+	69	67	69	68	68	69	76	72	78	76
Mansfield	68	66	67	65	67	71	75	73	75	75
18-34	68	62	63	68	60	78	76	78	72	78
Men	66	65	66	63	67	71	73	74	73	73
35-49	65	66	64	63	73	77	77	75	75	74
Other	64	65	63	62	65	70	74	73	74	74
State-wide	61 ▼	60	62	62	63	63	63	63	63	64
Small Rural	61 ▼	62	63	63	66	67	67	64	63	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
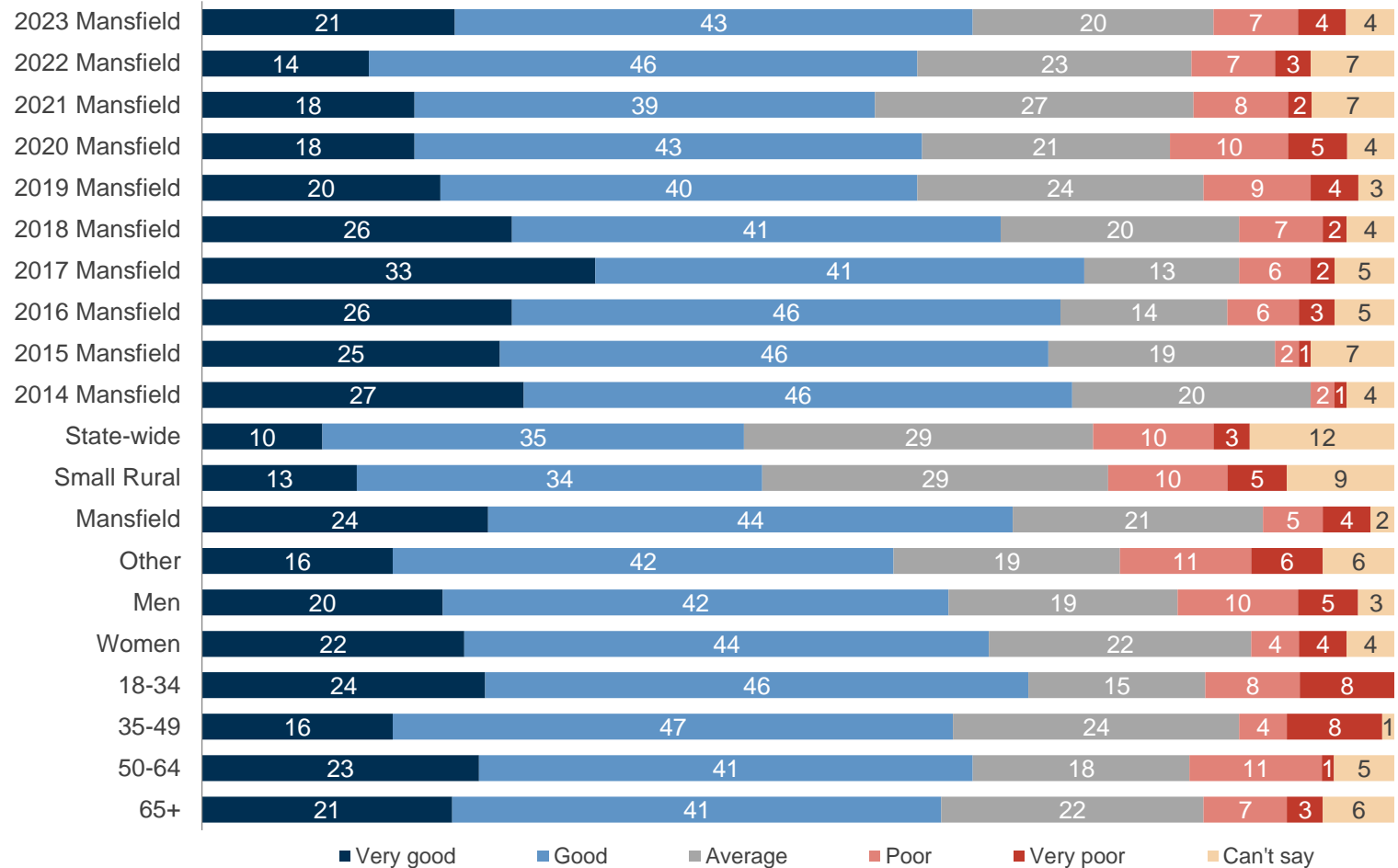
2023 tourism development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2023 Mansfield	21	43	20	7	4	4
2022 Mansfield	14	46	23	7	3	7
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	10	35	29	10	3	12
Small Rural	13	34	29	10	5	9
Mansfield	24	44	21	5	4	2
Other	16	42	19	11	6	6
Men	20	42	19	10	5	3
Women	22	44	22	4	4	4
18-34	24	46	15	8	8	
35-49	16	47	24	4	8	1
50-64	23	41	18	11	1	5
65+	21	41	22	7	3	6

■ 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

2023 gender

Mansfield

Women 50% | Men 50%

Small Rural

Women 50% | Men 50%

State-wide

Women 51% | Men 49%

2023 age

Mansfield

3% | 14% | 21% | 20% | 42%

Small Rural

2% | 16% | 19% | 18% | 45%

State-wide

3% | 22% | 23% | 17% | 36%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

■18-24 ■25-34 ■35-49 ■50-64 ■65+

■18-24 ■25-34 ■35-49 ■50-64 ■65+
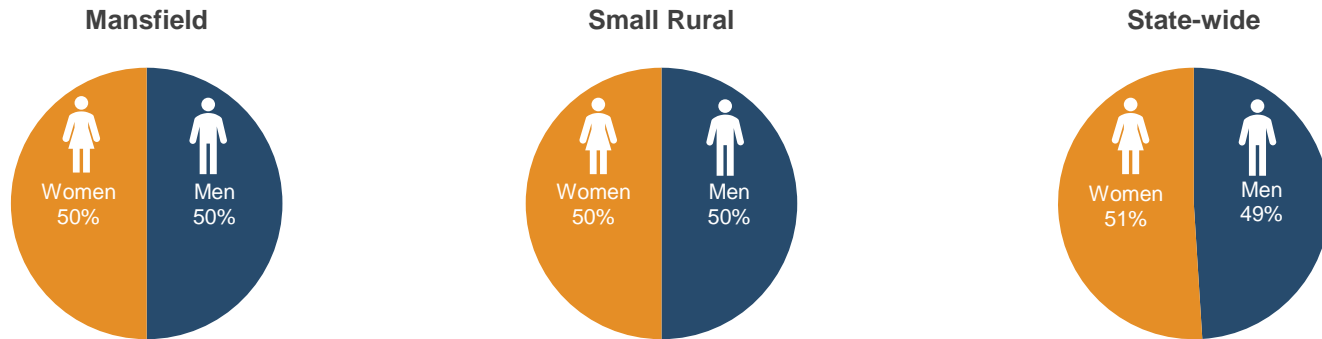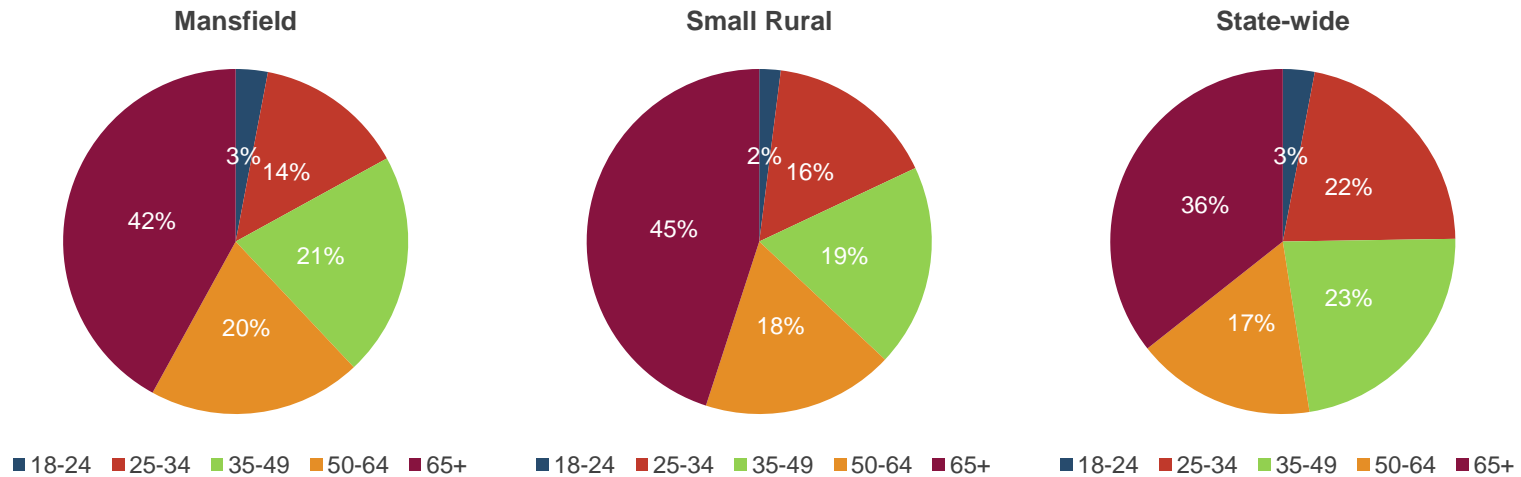
S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking 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 2023 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 8,000 people aged 18 years or over for Mansfield Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Mansfield Shire Council	400	400	+/-4.8
Men	191	198	+/-7.0
Women	209	202	+/-6.7
Mansfield	243	242	+/-6.2
Other	157	158	+/-7.8
18-34 years	41	69	+/-15.5
35-49 years	79	86	+/-11.0
50-64 years	90	79	+/-10.3
65+ years	190	167	+/-7.0

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 2022. 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 2022.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2022.

2023 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
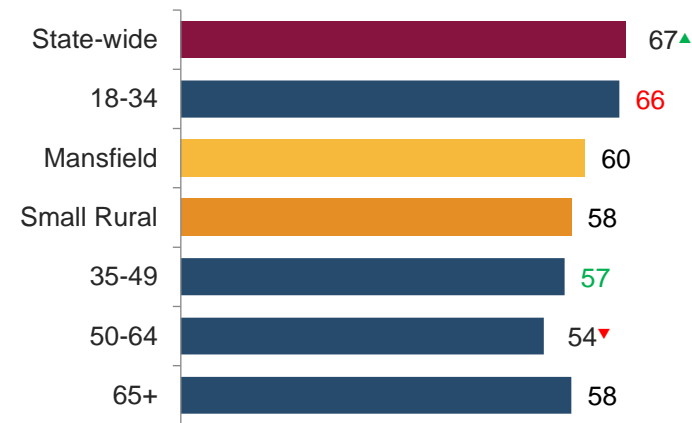
Appendix A:
Index score significant difference calculation

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 2023 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 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.

- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.

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

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

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

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

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

- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

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 27th January – 19th March, 2023.

Appendix B:
Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 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 2012-2023 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 2023 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 2012-2023 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 2023 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 2023 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 2023 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: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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