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2023 Local Government Community Satisfaction Survey

Yarra Ranges Shire Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils



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Background and objectives

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

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

Now in its twenty-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



Yarra Ranges Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Yarra Ranges
50



Interface 51



State-wide 56

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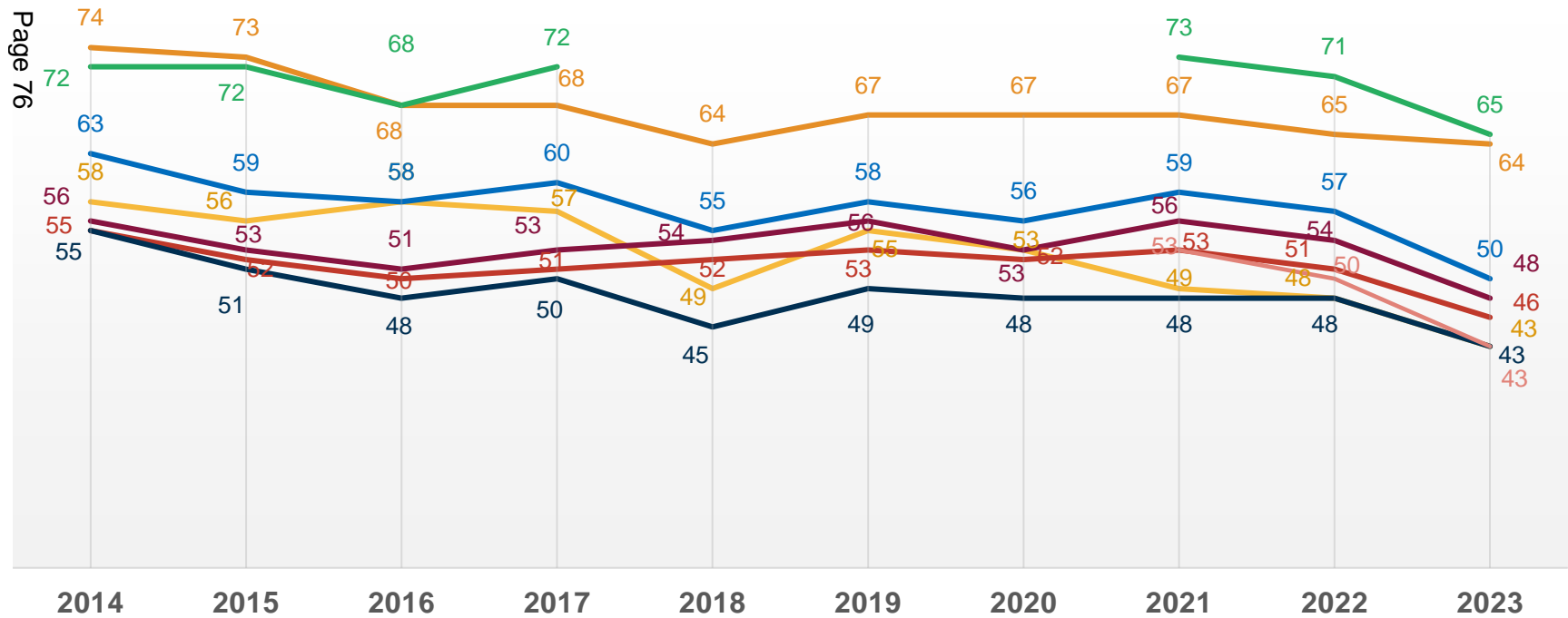
Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	= on par
	Recreational facilities	= on par
	Waste management	= on par
Lowest 3 performing areas		
	Unsealed roads	= on par
	Planning & building permits	= on par
	Sealed local roads	= on par
	Customer service	= on par



Summary of core measures

Index scores



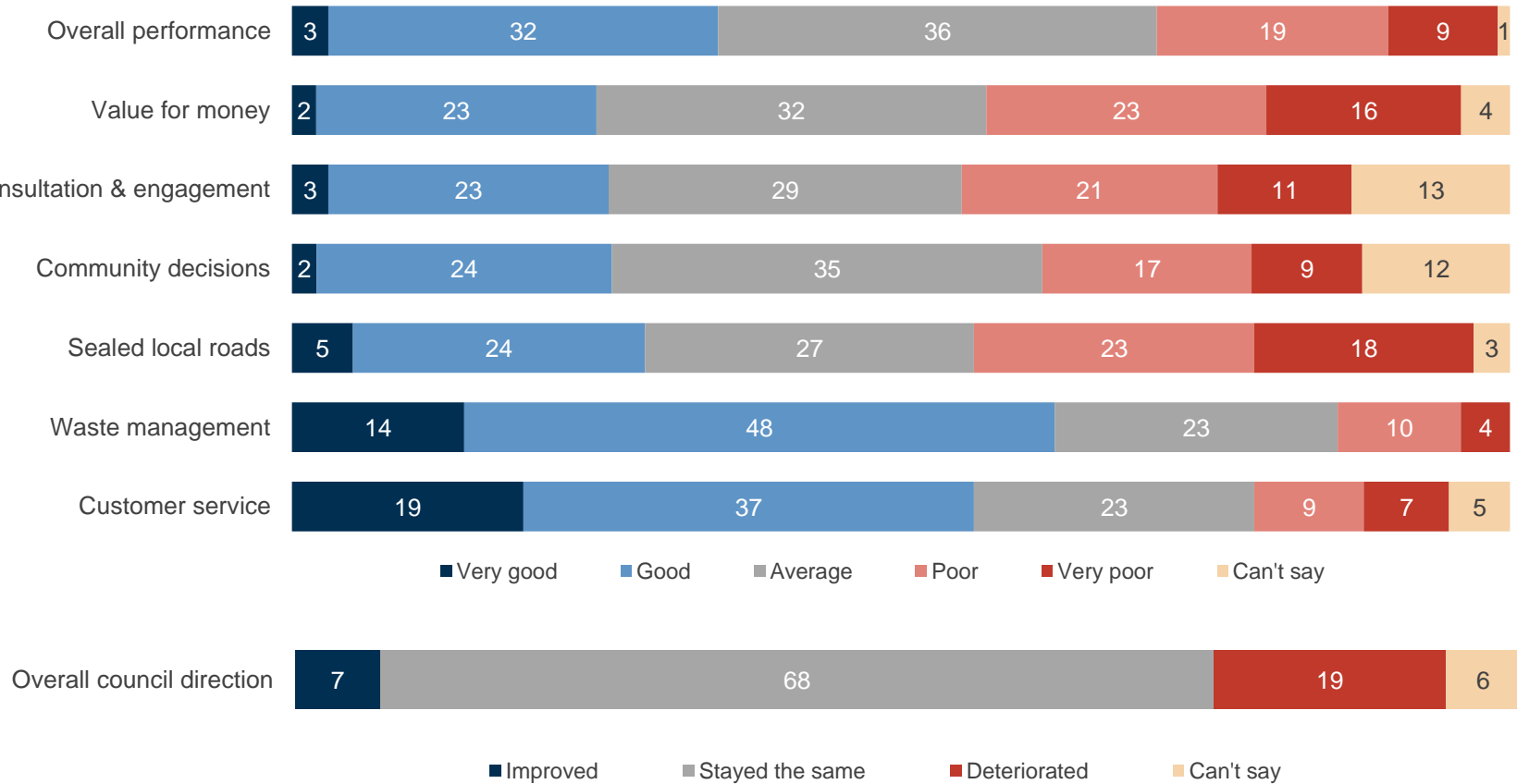
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Summary of core measures









Core measures summary results (%)

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Summary of Yarra Ranges Shire Council performance

Services	Yarra Ranges 2023	Yarra Ranges 2022	Interface 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	50	57	51	56	Urban Area residents	Aged 50-64 years
 Value for money	43	50	48	49	Aged 18-34 years	Aged 50-64 years
 Overall council direction	43	48	43	46	Healseville - Yarra Glen residents	Hills residents
 Customer service	64	65	65	67	Aged 65+ years	Aged 50-64 years, Healseville - Yarra Glen residents
 Art centres & libraries	69	-	70	73	Aged 35-49 years, Women, Yarra Valley residents	Healseville - Yarra Glen residents
 Recreational facilities	66	-	66	68	Aged 18-34 years, Urban Area residents	Healseville - Yarra Glen residents
 Waste management	65	71	67	66	Aged 18-34 years	Aged 50-64 years
 Appearance of public areas	62	-	56	67	Aged 18-34 years	Yarra Valley residents

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Summary of Yarra Ranges Shire Council performance

Services	Yarra Ranges 2023	Yarra Ranges 2022	Interface 2023	State-wide 2023	Highest score	Lowest score
 Community & cultural	60	-	62	66	Aged 35-49 years, Women	Healseville - Yarra Glen residents
 Tourism development	60	-	60	61	Yarra Valley residents	Aged 65+ years, Men
 Emergency & disaster mngt	59	-	62	65	Urban Area residents	Aged 50-64 years
 Enforcement of local laws	59	-	57	61	Aged 18-34 years	Aged 65+ years
 Environmental sustainability	58	-	58	60	Urban Area residents	Healseville - Yarra Glen residents, Aged 65+ years
 Parking facilities	58	-	56	55	Aged 18-34 years	Hills residents
 Business & community dev.	57	-	56	57	Aged 18-34 years	Healseville - Yarra Glen residents
 Family support services	57	-	57	63	Aged 18-34 years	Aged 65+ years
 Elderly support services	52	-	52	63	Aged 18-34 years	Hills residents








Summary of Yarra Ranges Shire Council performance

Services	Yarra Ranges 2023	Yarra Ranges 2022	Interface 2023	State-wide 2023	Highest score	Lowest score
 Disadvantaged support serv.	51	-	51	59	Healseville - Yarra Glen residents	Aged 65+ years
 Informing the community	50	-	53	57	Aged 35-49 years	Aged 50-64 years
 Traffic management	48	-	49	55	Women	Yarra Valley residents
 Community decisions	48	54	49	51	Aged 18-34 years	Yarra Valley residents
 Slashing & weed control	47	-	45	46	Urban Area residents, Aged 18-34 years, Aged 50-64 years	Yarra Valley residents, Aged 65+ years, Healseville - Yarra Glen residents
 Town planning policy	46	-	45	50	Aged 18-34 years	Aged 50-64 years
 Consultation & engagement	46	51	49	52	Aged 18-34 years, Women	Aged 50-64 years
 Local streets & footpaths	45	-	47	52	Urban Area residents	Hills residents



Summary of Yarra Ranges Shire Council performance

Services		Yarra Ranges 2023	Yarra Ranges 2022	Interface 2023	State-wide 2023	Highest score	Lowest score
	Population growth	44	-	43	48	Women, Healseville - Yarra Glen residents	Yarra Valley residents
	Lobbying	44	50	47	51	Aged 18-34 years	Aged 50-64 years
	Sealed local roads	43	48	45	48	Urban Area residents	Yarra Valley residents, Hills residents
	Planning & building permits	38	-	38	47	Urban Area residents, Aged 18-34 years	Yarra Valley residents
	Unsealed roads	35	-	36	37	Urban Area residents	Hills residents, Yarra Valley residents

Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance have declined significantly in the last 12 months and are at their lowest level in a decade. While this follows the pattern of decline across the State, it is important to note that the decline is far greater for Council than the State-wide average. Council's performance ratings also declined significantly across all of the service areas that were evaluated both this and last year. Performance on almost all of the service areas added this year are in line with the Interface group.

Key influences on perceptions of overall performance

The service area that has the greatest influence on Yarra Ranges Shire Council's overall performance is decisions made on behalf of the community, on which significant declines in perceptions of performance were recorded in the past year. Several of Council's other lower performing service areas have a moderate to strong influence on overall performance and so should also be points of focus for Council. This includes sealed local roads, traffic management, planning and building permits, and lobbying.

Comparison to state and area grouping

Council performs in line with the Interface group and significantly below the State-wide average on nearly all of the service areas evaluated. The exceptions are on the appearance of public areas, where Council performs significantly higher than the Interface group, and parking facilities, where Council performs significantly higher than the State-wide average.

Abate declines and rebuild

Performance declined significantly in the last 12 months across all core measures and all service areas that were evaluated in 2022. The exception is customer service, where performance is rated in line with last year. As these declines are mostly on the back of small declines last year, Council should focus on ensuring this trend does not continue into the coming years.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 50 for Yarra Ranges Shire Council represents a significant seven-point decline on the 2022 result.

- Overall performance is at its lowest level recorded in the last decade.

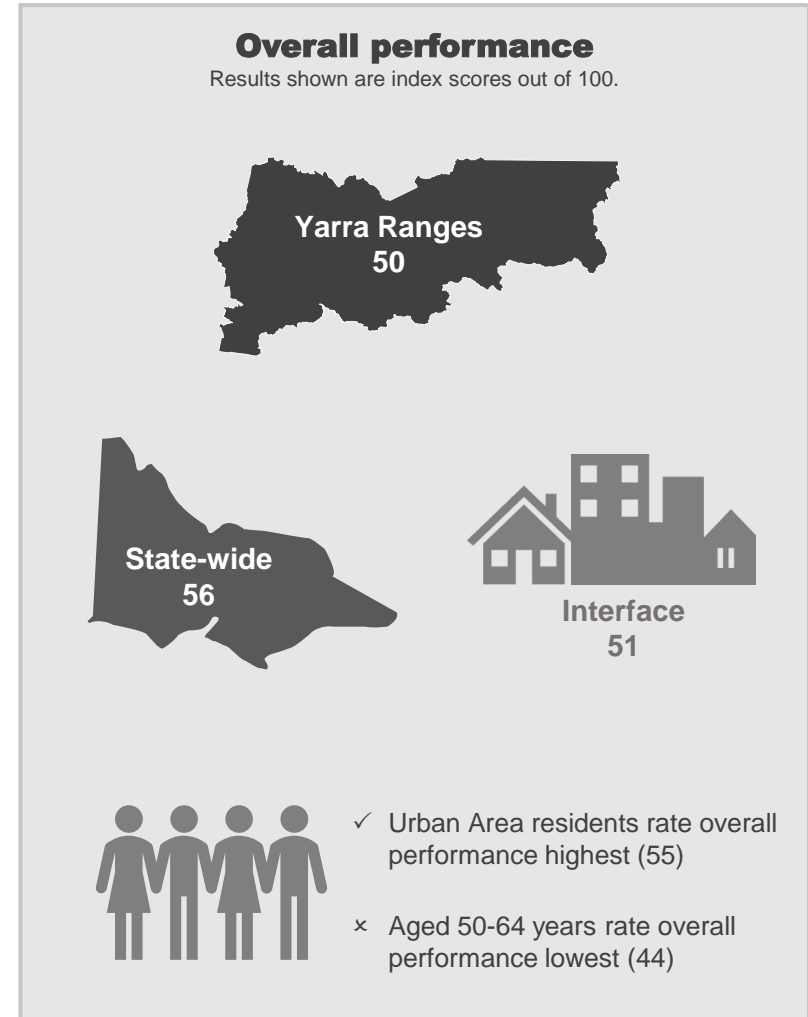
Yarra Ranges Shire Council’s overall performance is rated in line with the Interface group and statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils (index scores of 51 and 56 respectively, both of which also declined significantly).

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Despite a significant decline in perceptions since last year, people in the Urban Area (index score of 55, down five points from 2022) rate overall performance significantly higher than the Council average.

- Perceptions of overall performance also declined significantly among residents aged 18 to 34 years, men and people in the Hills region.

A quarter of residents (25%) rate the value for money they receive from Council in infrastructure and services provided to their community as ‘very good’ or ‘good’. This is now less than the amount of people who rate Council as ‘very poor’ or ‘poor’ (39%, up 14 points on 2022). A further 32% rate Council as ‘average’ in terms of providing value for money.

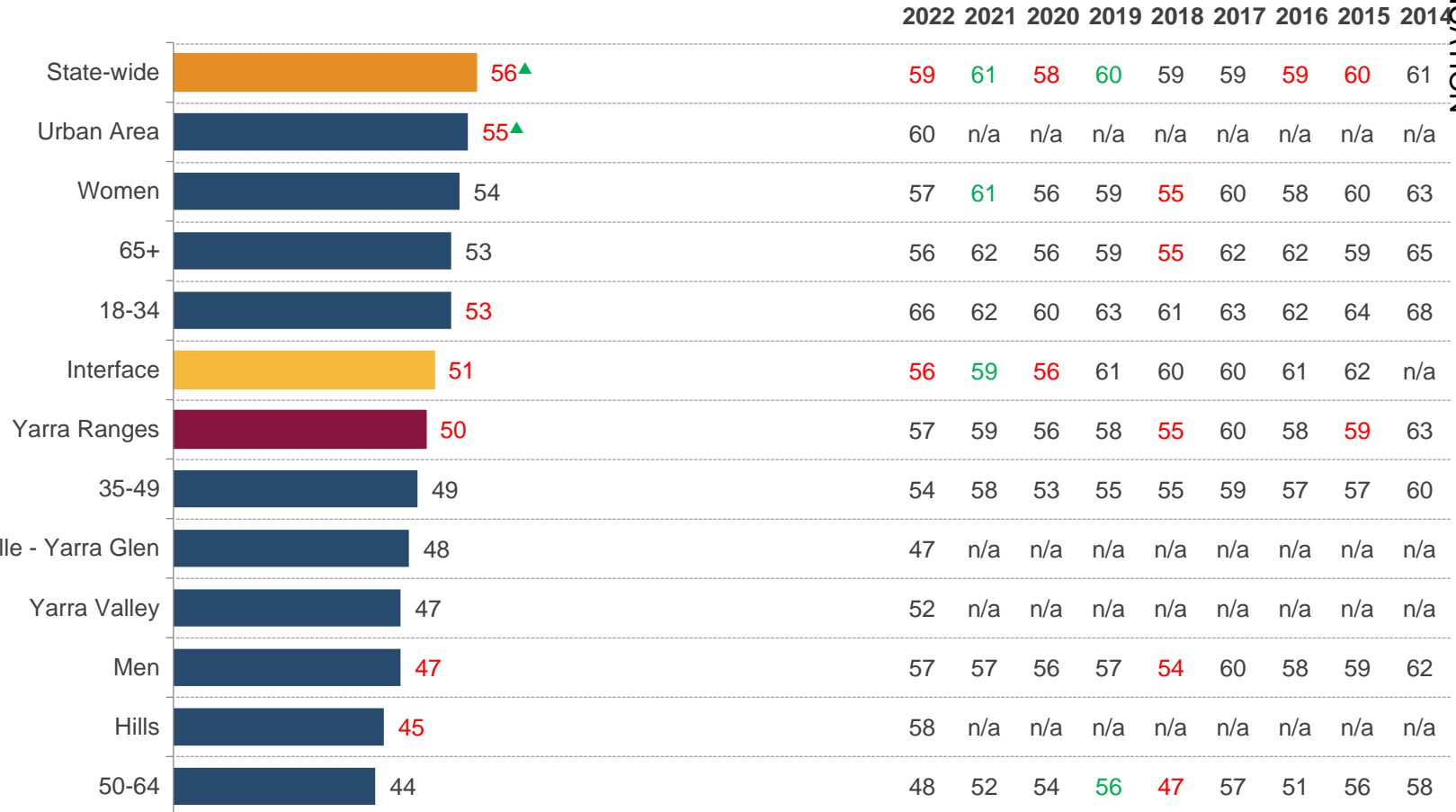




Overall performance

2023 overall performance (index scores)

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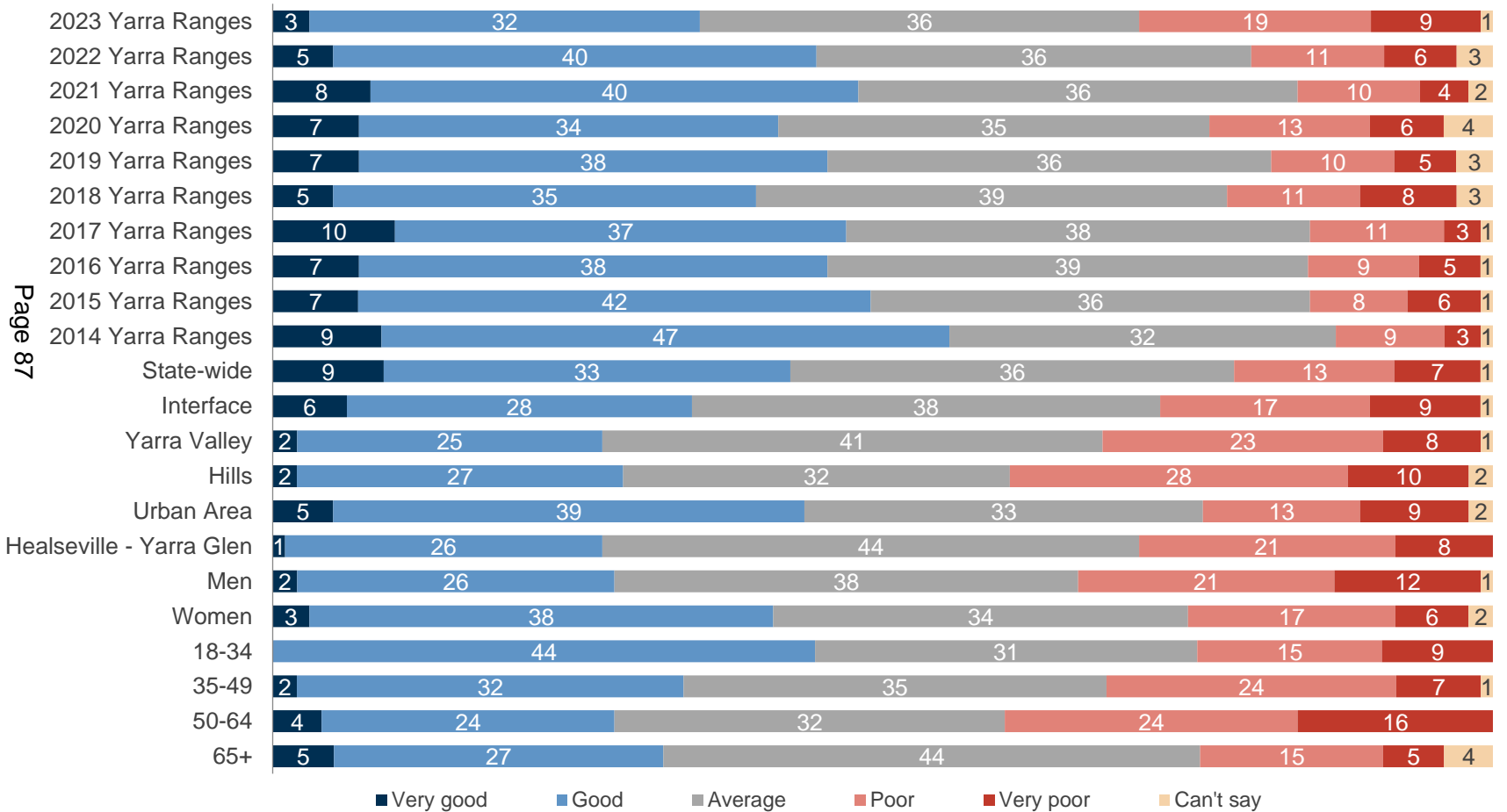


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarra Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2023 overall performance (%)



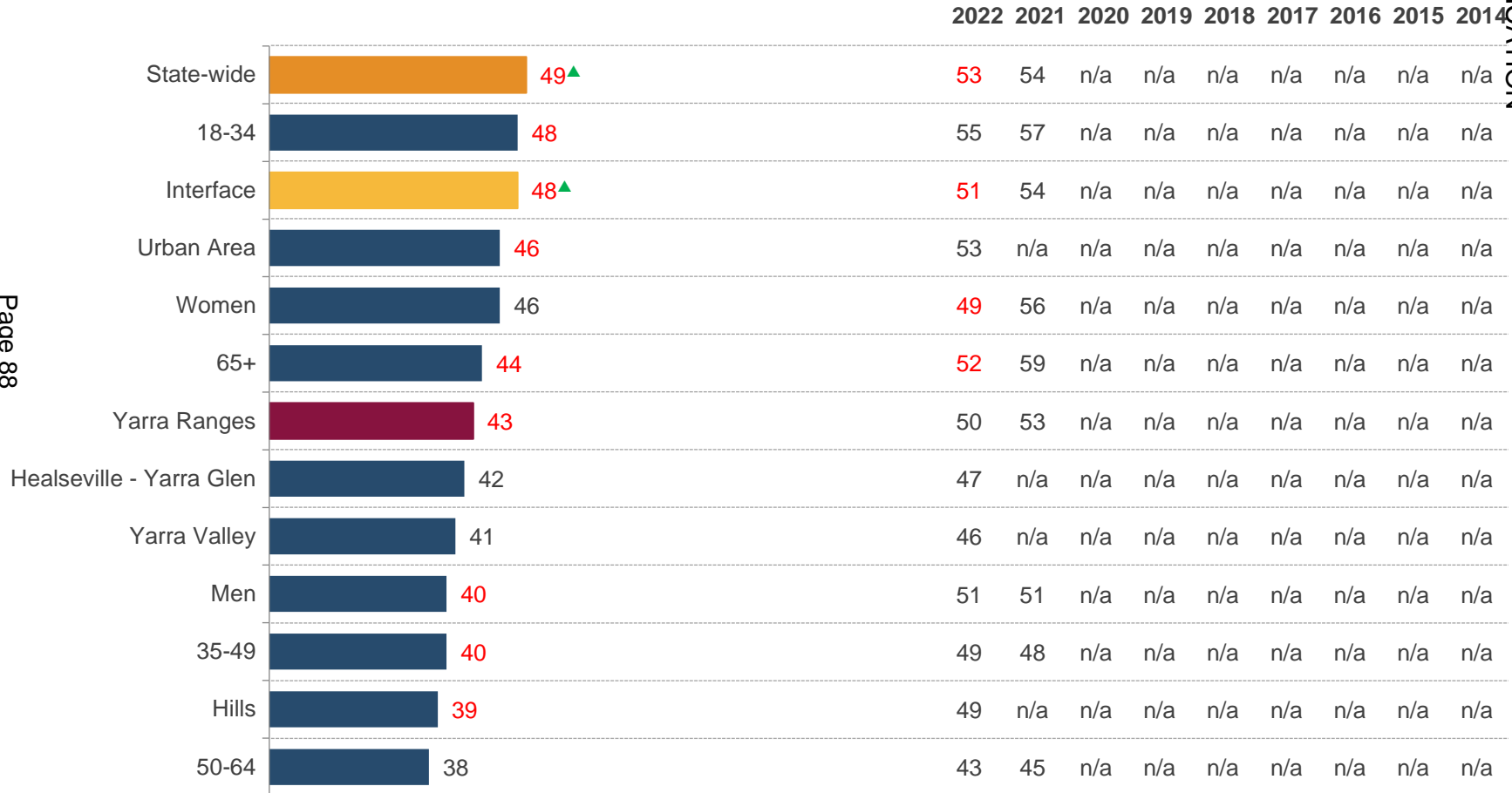
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Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarra Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4



Value for money in services and infrastructure

2023 value for money (index scores)



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Q3b. How would you rate Yarra Ranges Shire Council at providing good value for money in infrastructure

and services provided to your community?

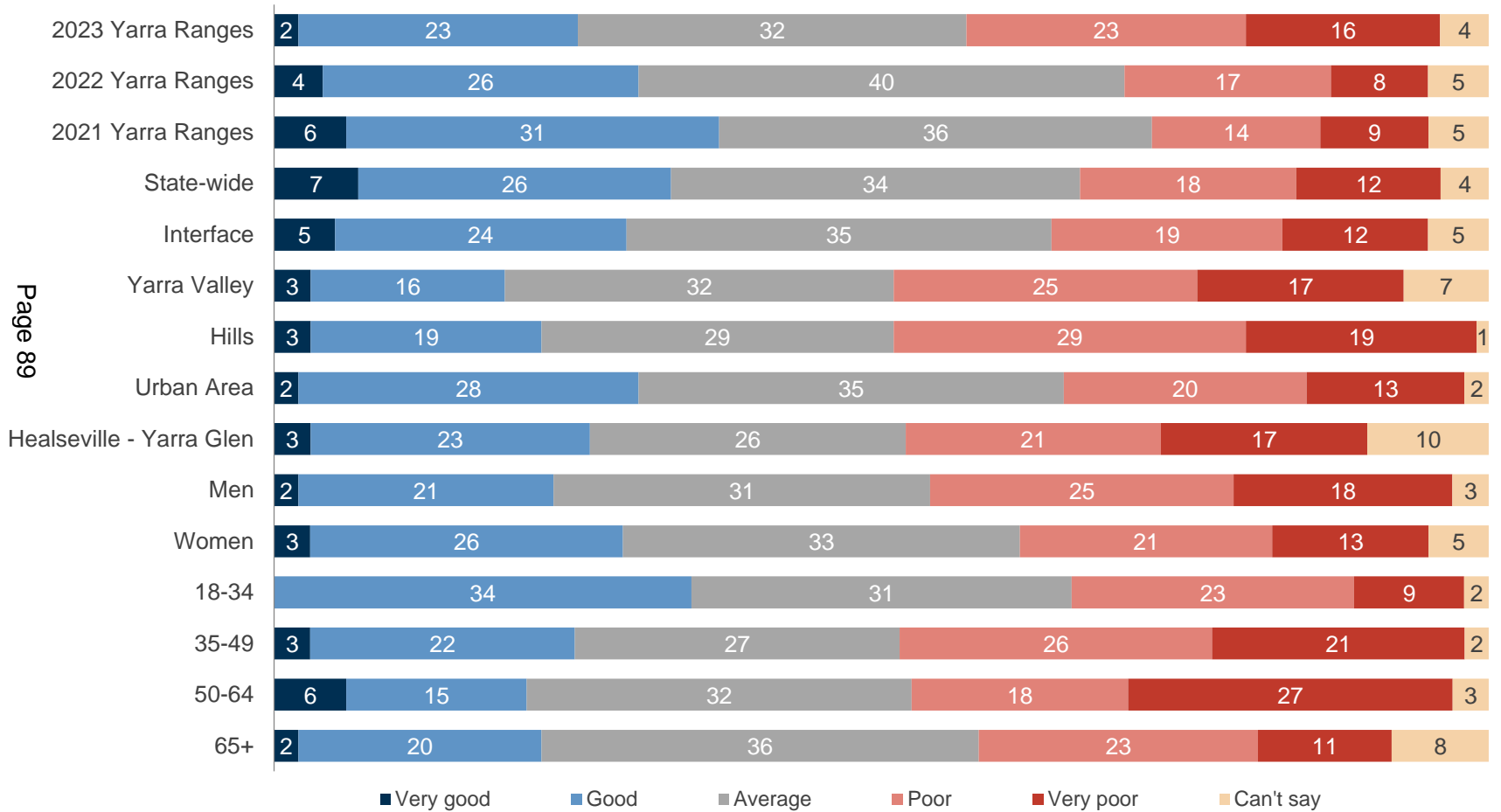
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 4

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



Value for money in services and infrastructure

2023 value for money (%)



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Q3b. How would you rate Yarra Ranges 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: 4

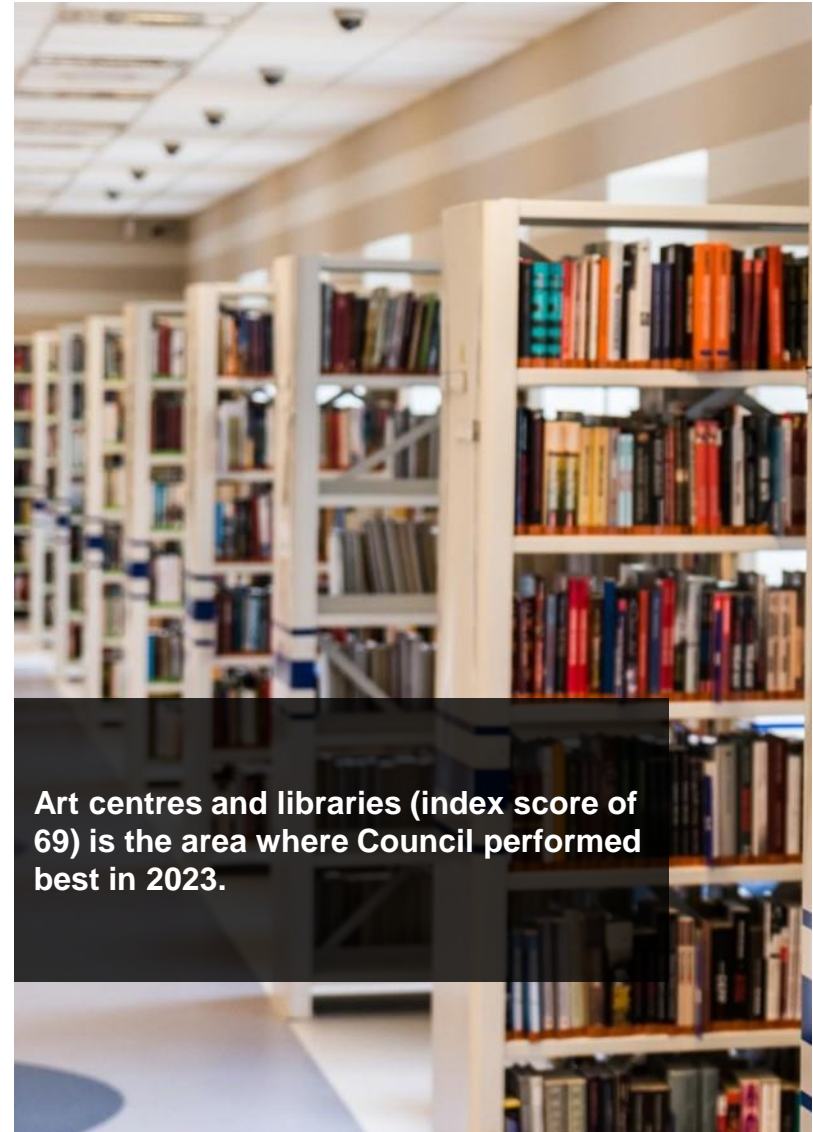
Top performing service areas

Arts centres and libraries (index score of 69) is the area where Council performed best in 2023.

- Council performs in line with the Interface group and significantly lower than the State-wide average.
- Geographically, although residents in the Yarra Valley region rate this area the highest (index score of 70) and people in the Healseville – Yarra Glen region rate it lowest (index 66), these scores are not significantly different to the Council average.

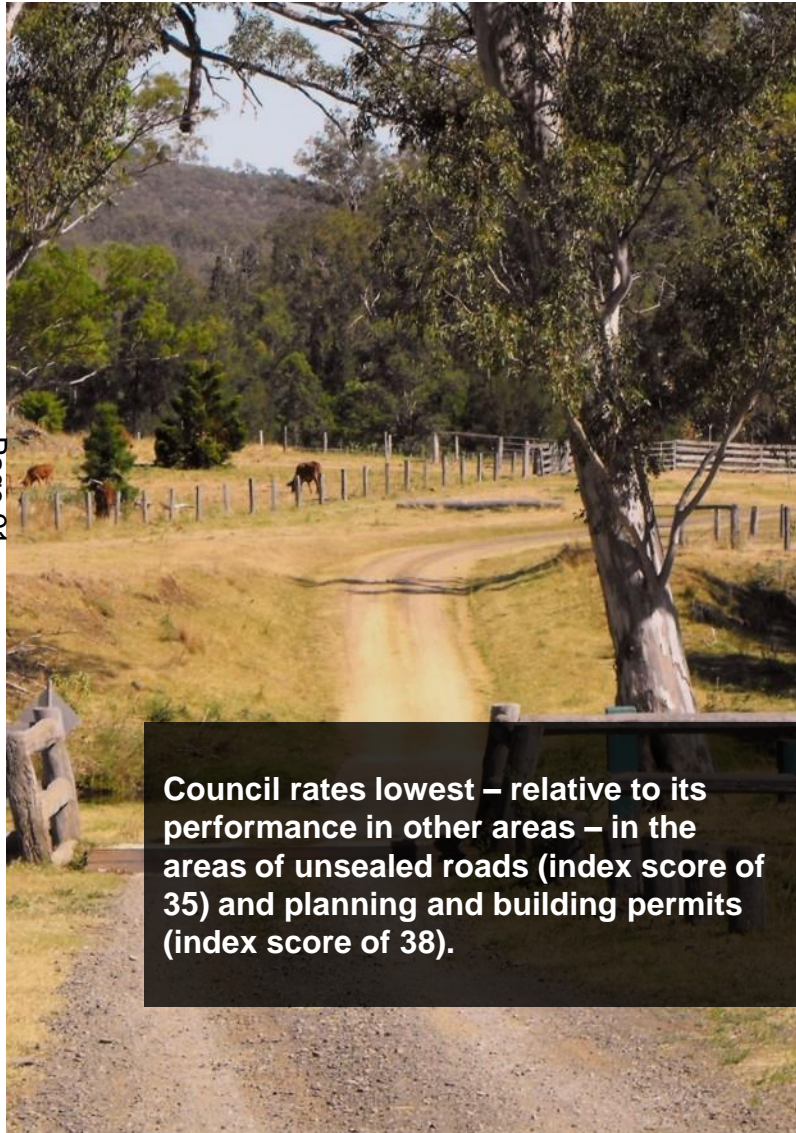
Recreational facilities (index score of 66) and waste management (index score of 65) are Council's next best performing service areas.

- Council performs in line with both the Interface group and the State-wide average on each of these areas.
- In the area of recreational facilities, and again looking at geographic locations, it is residents in the Urban Area who rate performance the highest (index score of 68), meanwhile people in the Healseville – Yarra Glen region rate the lowest (index score of 62) – but neither group is significantly different to the Council average.
- In the area of waste management, rated performance declined significantly from last year (down six points to an index score of 65), including among 18 to 34 year olds, those aged 65+ years, both women and men and people in the Urban Area, Yarra Valley and Hills regions.



Art centres and libraries (index score of 69) is the area where Council performed best in 2023.

Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 35) and planning and building permits (index score of 38).

Council rates the lowest in the maintenance of unsealed roads (index score of 35).

- Council performs in line with the Interface group and the State-wide average in this area.
- People in the Urban Area (index score of 41) rate this service area significantly higher than the Council average, whilst people in the Hills region (index score of 28) rate significantly lower than average.

Planning and building permits (index score of 38) and the condition of sealed local roads (index score of 43) are Council's next lowest rated service areas.

- Council performs in line with the Interface group and significantly lower than the State-wide average in this each of these service areas.
- In each of these service areas, perceptions of performance are highest among people in the Urban Area and are significantly higher than the Council average.
- In the area of sealed local roads, people in the Yarra Valley and Hills region rate the lowest (index score of 35) and significantly lower than the Council average.
- 22% of people volunteer sealed road maintenance as the top area of improvement for Council.



Individual service area performance

2023 individual service area performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	69	n/a	n/a	n/a	n/a	69	68	72	75
Recreational facilities	66	n/a	n/a	n/a	n/a	68	68	71	72
Waste management	65	71	73	n/a	n/a	72	68	72	72
Appearance of public areas	62	n/a	n/a	n/a	n/a	67	66	66	70
Community & cultural	60	n/a	n/a	n/a	n/a	63	63	65	66
Tourism development	60	n/a	n/a	n/a	n/a	60	59	n/a	n/a
Emergency & disaster mngt	59	n/a	n/a	n/a	n/a	70	69	70	70
Enforcement of local laws	59	n/a	n/a	n/a	n/a	64	61	66	65
Environmental sustainability	58	n/a	n/a	n/a	n/a	62	60	63	64
Parking facilities	58	n/a	n/a	n/a	n/a	58	56	60	63
Business & community dev.	57	n/a	n/a	n/a	n/a	58	56	n/a	n/a
Family support services	57	n/a	n/a	n/a	n/a	66	63	66	69
Elderly support services	52	n/a	n/a	n/a	n/a	60	59	65	65
Disadvantaged support serv.	51	n/a	n/a	n/a	n/a	n/a	n/a	61	61
Informing the community	50	n/a	n/a	n/a	n/a	53	52	53	61
Traffic management	48	n/a	n/a	n/a	n/a	59	57	61	63
Community decisions	48	54	56	53	56	54	53	51	53
Slashing & weed control	47	n/a	n/a	n/a	n/a	54	56	52	55
Town planning policy	46	n/a	n/a	n/a	n/a	52	51	54	54
Consultation & engagement	46	51	53	52	53	52	51	50	52
Local streets & footpaths	45	n/a	n/a	n/a	n/a	56	56	55	58
Population growth	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	44	50	54	50	53	51	52	51	52
Sealed local roads	43	48	49	53	55	49	57	58	58
Planning & building permits	38	n/a	n/a	n/a	n/a	46	46	49	49
Unsealed roads	35	n/a	n/a	n/a	n/a	50	48	49	49

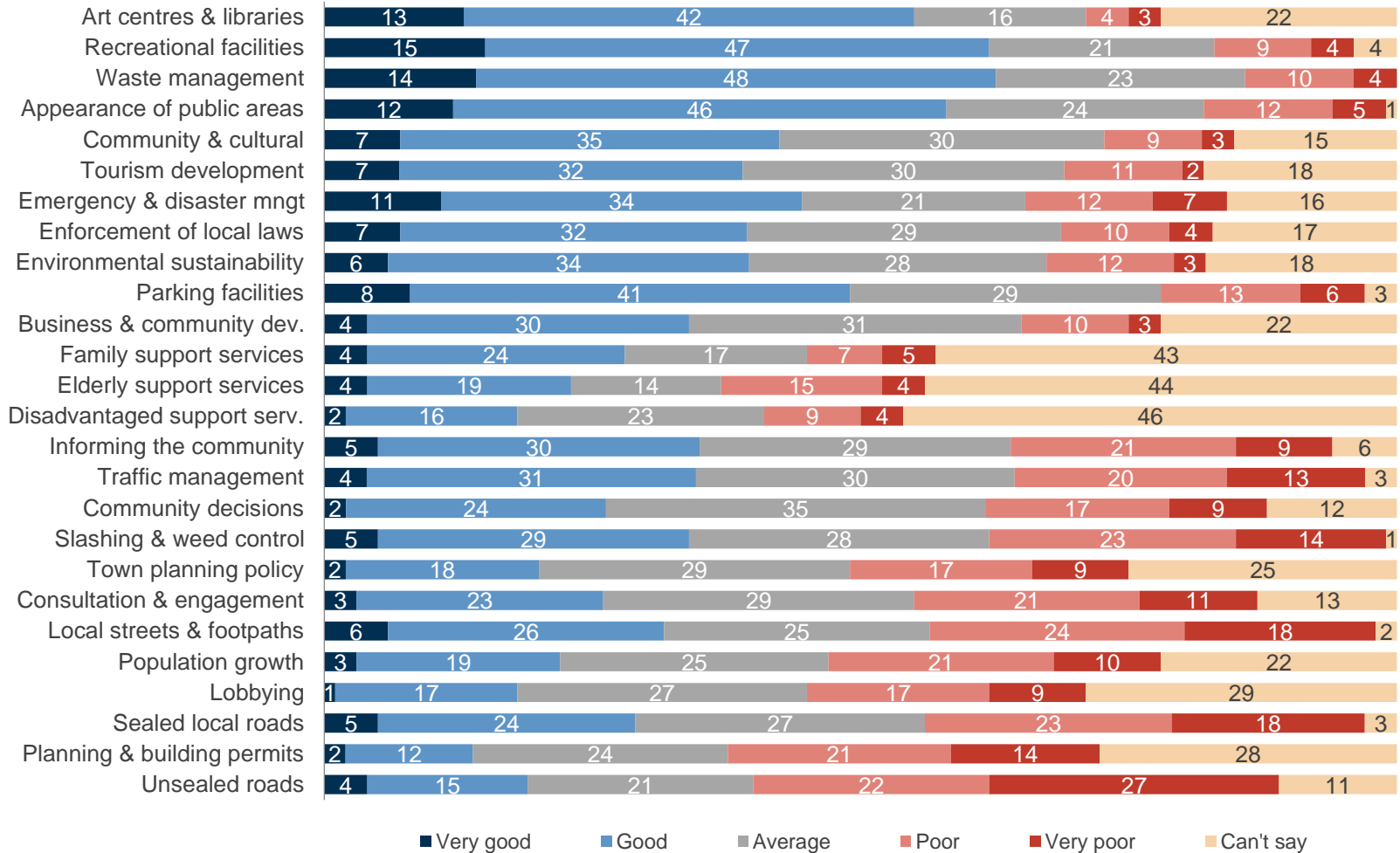
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Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2023 individual service area performance (%)



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. Currently, this is one of Council's poorer performing areas (index score of 48, down a significant six points on 2022).

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

- The condition of sealed local roads
- Traffic management
- Lobbying on behalf of the community
- Parking facilities
- Waste management
- Planning and building permits
- Emergency management
- Business and community development.

Looking at these key service areas only, Council performs best on waste management (index of 65), which is a moderate influence on overall performance.

Council also performs reasonably well emergency management, parking facilities, and business and community development (index scores of 59, 58 and 57 respectively).

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

In addition to Council decision making, most in need of attention are Council's planning and building permits, sealed roads, lobbying and traffic management, which are rated as poor (performance index scores of 38, 43, 44 and 48 respectively).

It will be important to address resident concerns about Council's handling of planning and building permits and local traffic, to attend to the maintenance of sealed local roads, and to demonstrate Council efforts to advocate for its community to 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.

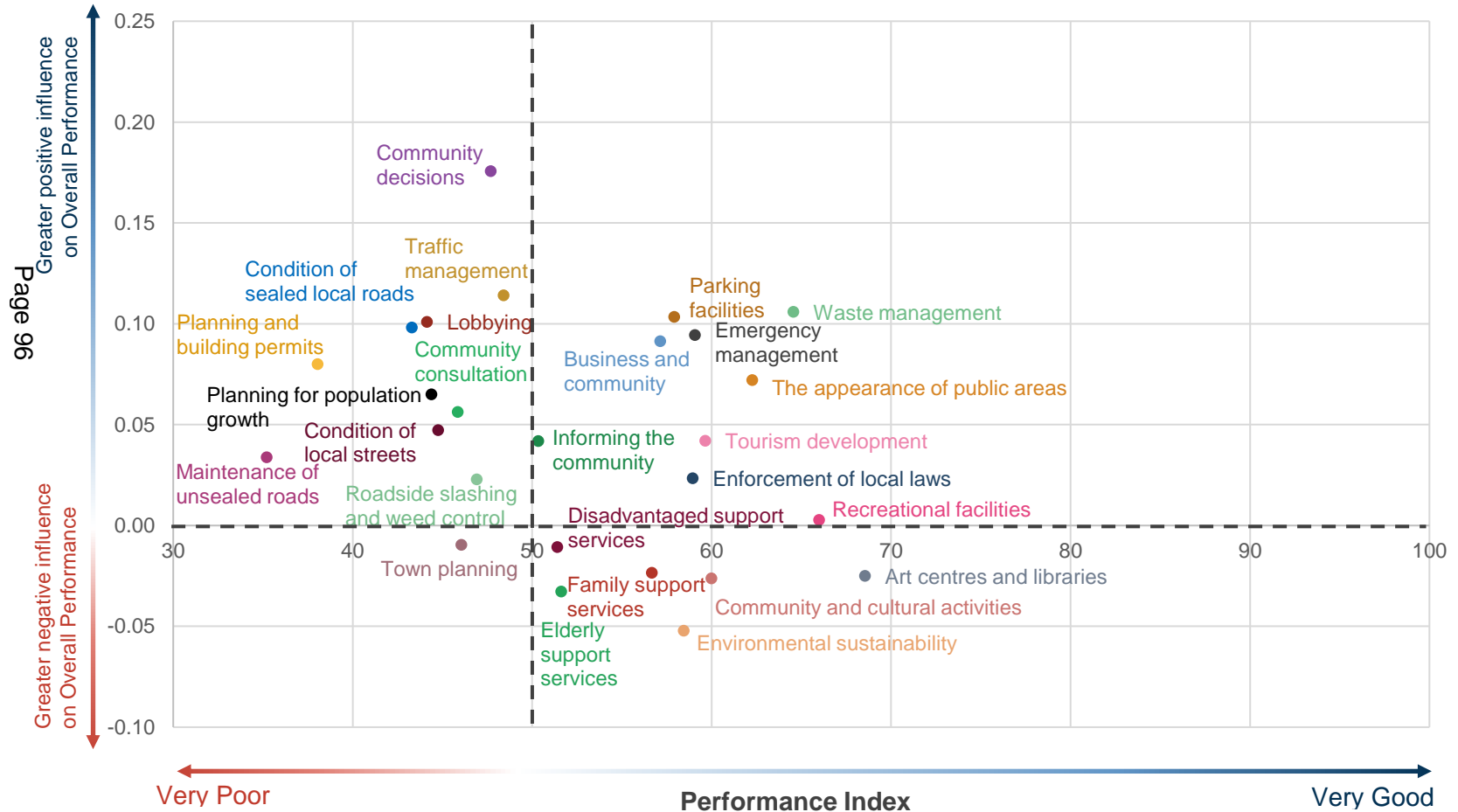
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

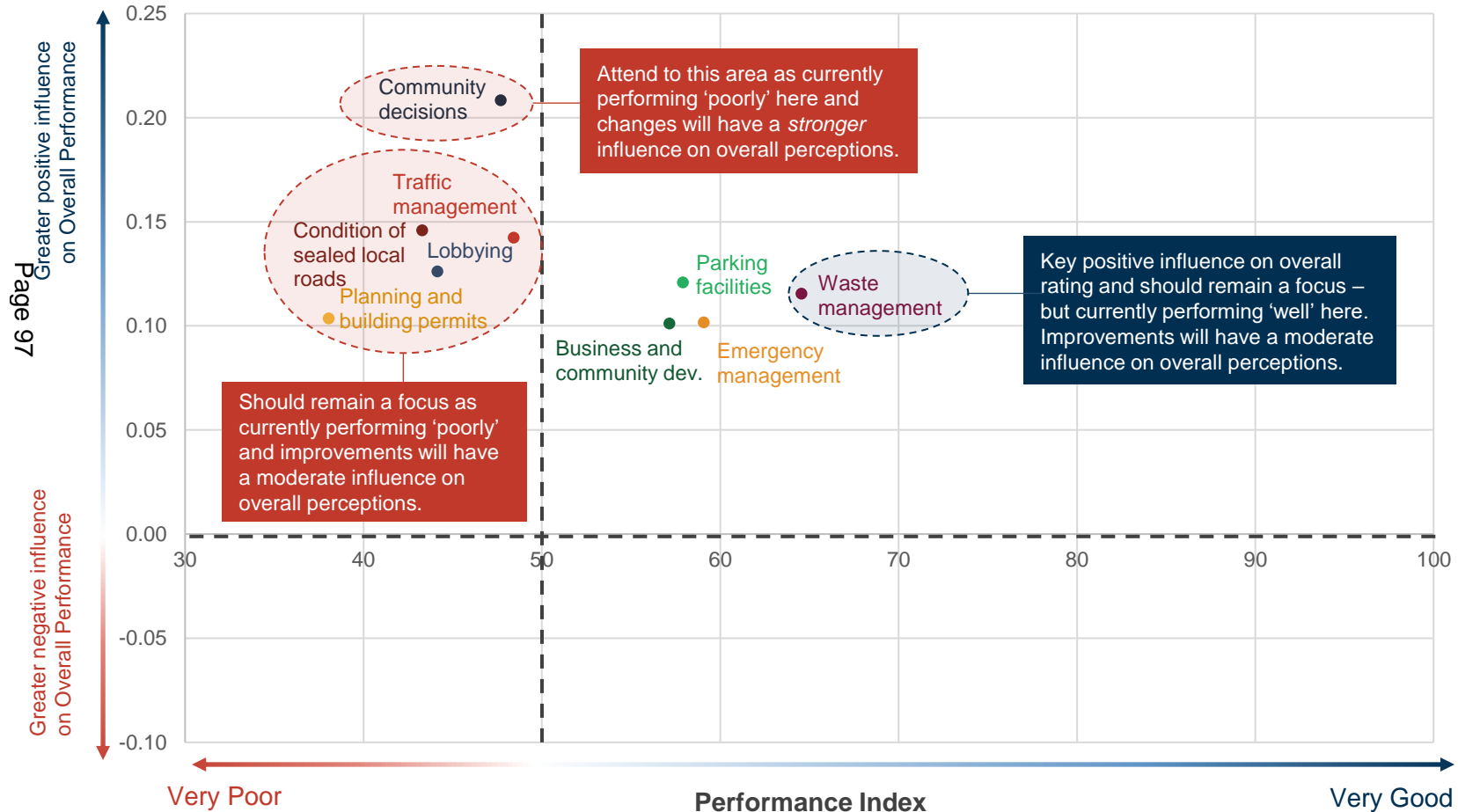


The multiple regression analysis model above (all service areas) has an R^2 value of 0.604 and adjusted R^2 value of 0.582, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 27.74$. 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)



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Greater negative influence on Overall Performance

Greater positive influence on Overall Performance

The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.582 and adjusted R^2 value of 0.574, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 75.76$.



Areas for improvement

2023 areas for improvement (%)
- Top mentions only -





Customer service

Contact with council and customer service

Contact with council

Nearly two thirds of residents (64%) have had contact with Council in the last 12 months. Rate of contact has been relatively stable over time.

- Rate of contact is highest among people from the Yarra Valley region (74%) – a significant 22 percentage point increase from last year.
- The main method of contact is by telephone (38%), followed by email (23%).



Among those residents who have had contact with Council, 56% provide a positive customer service rating of 'very good' or 'good', including 19% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 64 is in line with last year, however performance has been higher. Council performs in line with the Interface group and the State-wide average for councils (index scores of 65 and 67 respectively).

- By age, residents aged 65+ years (index score of 70) rate customer service the highest, whilst residents aged 50 to 64 years (index score of 59) rate customer service the lowest – however neither is significantly different to the Council average.

Over half of residents (56%) provide a customer service rating of 'very good' or 'good', whilst 16% of residents rate Council's customer service as 'very poor' or 'poor'. A further 23% rate customer service as 'average'.

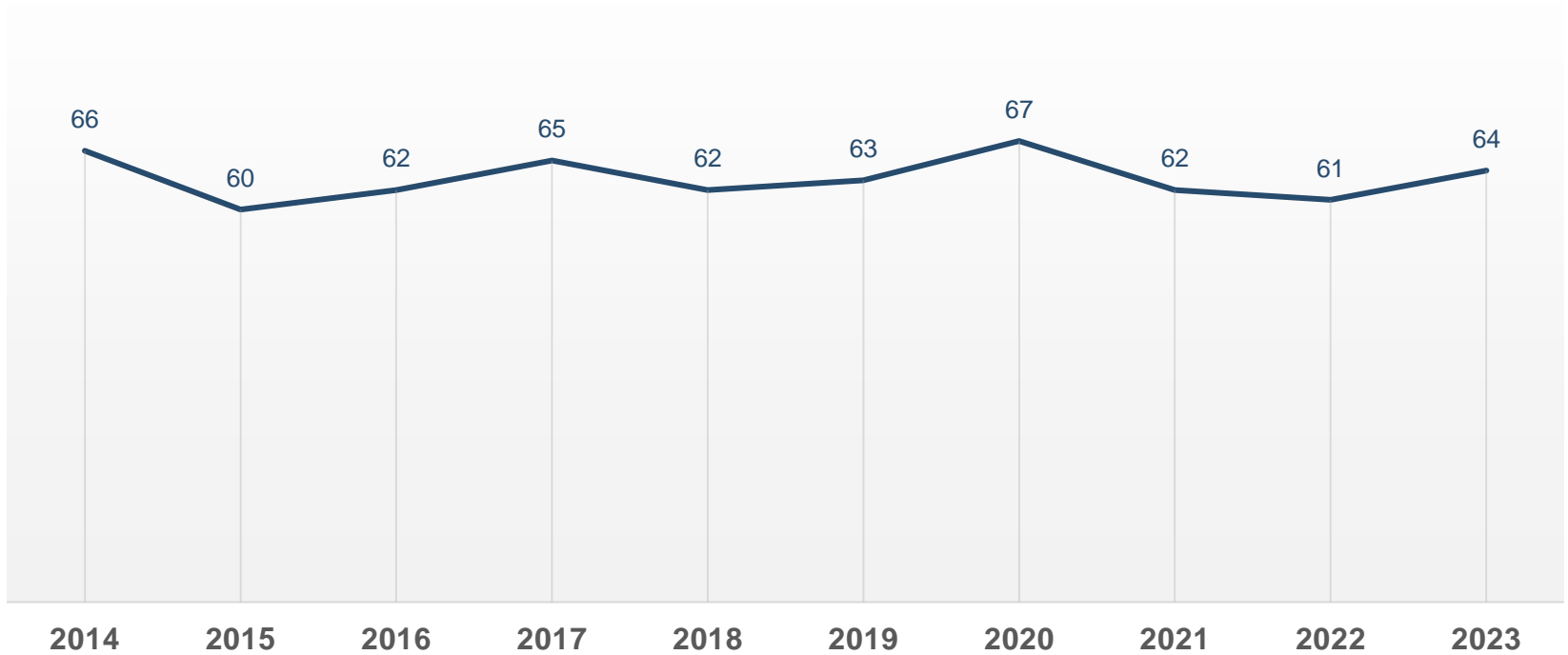
- Customer service is rated highest among people who contacted Council by social media (index score of 73), and lowest among people who made contact in writing (index score of 47) – noting both of these are less frequently used channels.
- For the main methods of contact, Council scores higher on contact via telephone (index score of 72) than it does for contact via email (index score of 52).



Contact with council

2023 contact with council (%)
Have had contact

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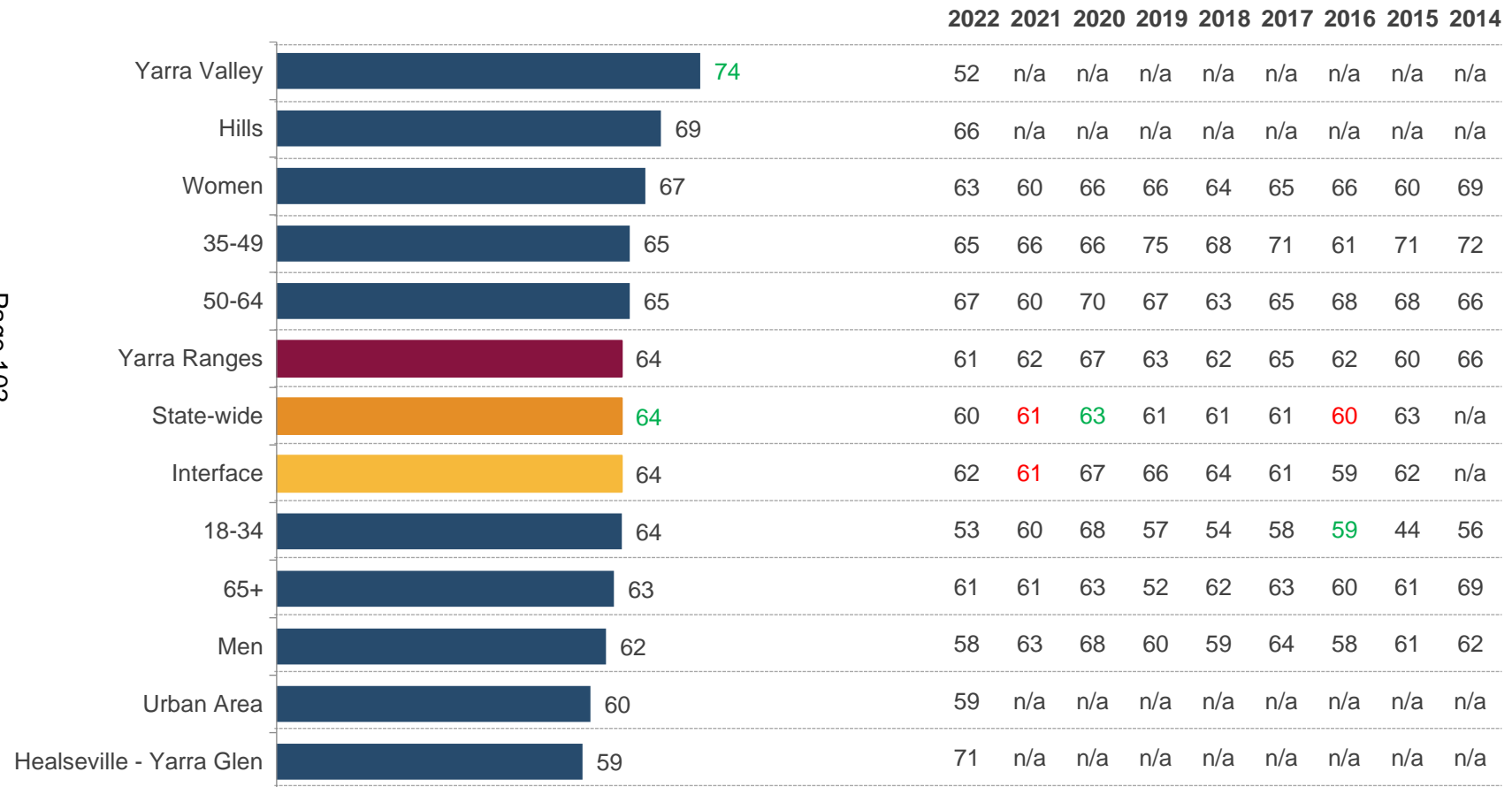
Q5a. Have you or any member of your household had any recent contact with Yarra Ranges Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 2



Contact with council

2023 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 2

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+	70	66	72	72	70	70	74	75	78	76
Urban Area	67	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	68	70	70	71	70	69	69	70	72
Women	66	66	72	67	71	68	67	67	75	77
Interface	65	68	68	68	69	70	69	70	72	n/a
Yarra Ranges	64	65	67	67	67	64	68	68	73	74
35-49	63	62	63	65	67	68	65	72	76	69
Men	62	64	61	67	62	60	69	69	72	71
Yarra Valley	62	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	62	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61	67	64	67	66	61	64	58	66	80
Healseville - Yarra Glen	59	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	64	66	61	67	59	71	67	70	73

Q5c. Thinking of the most recent contact, how would you rate Yarra Ranges 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.

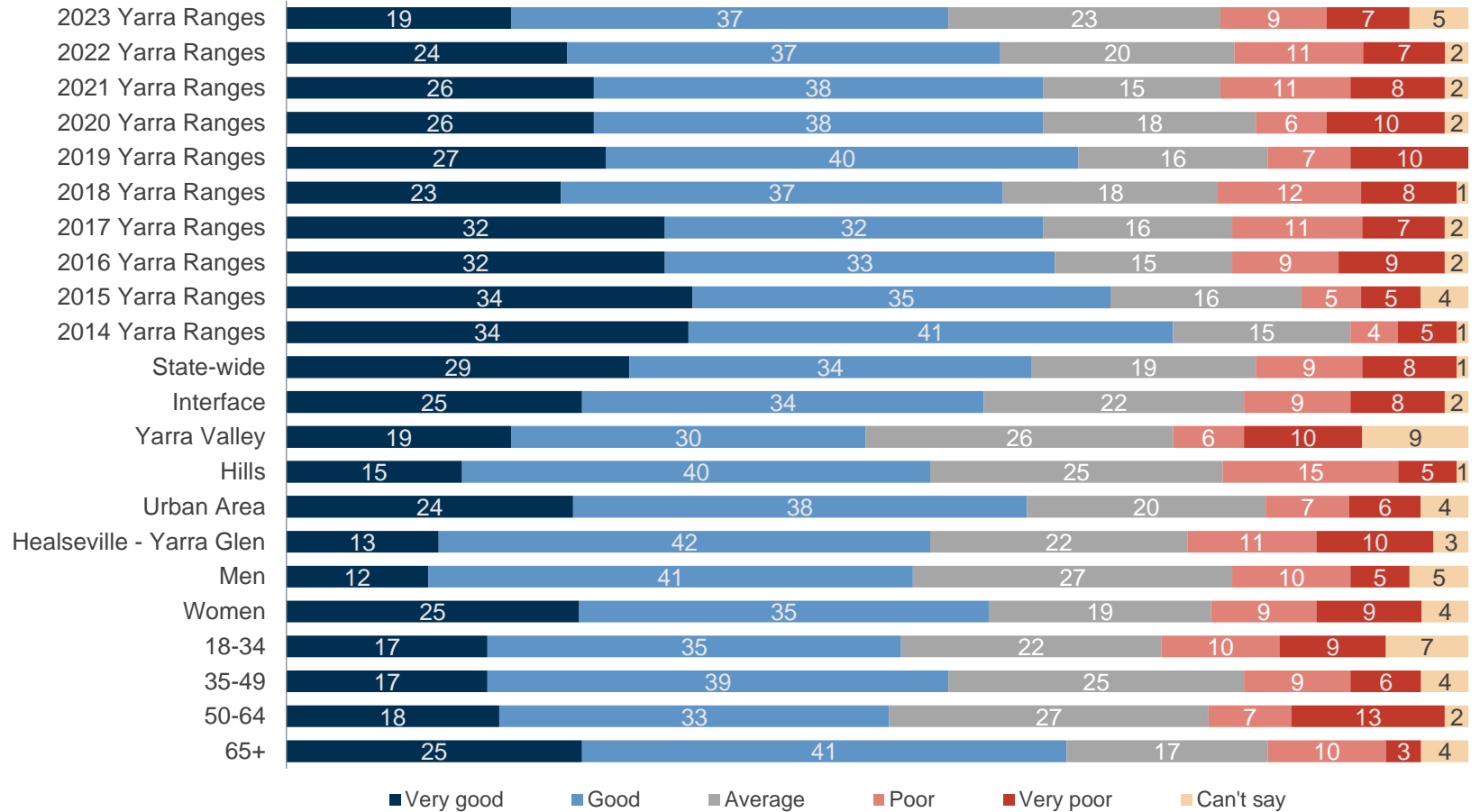
Councils asked State-wide: 66 Councils asked group: 4

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Yarra Ranges 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: 4



Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



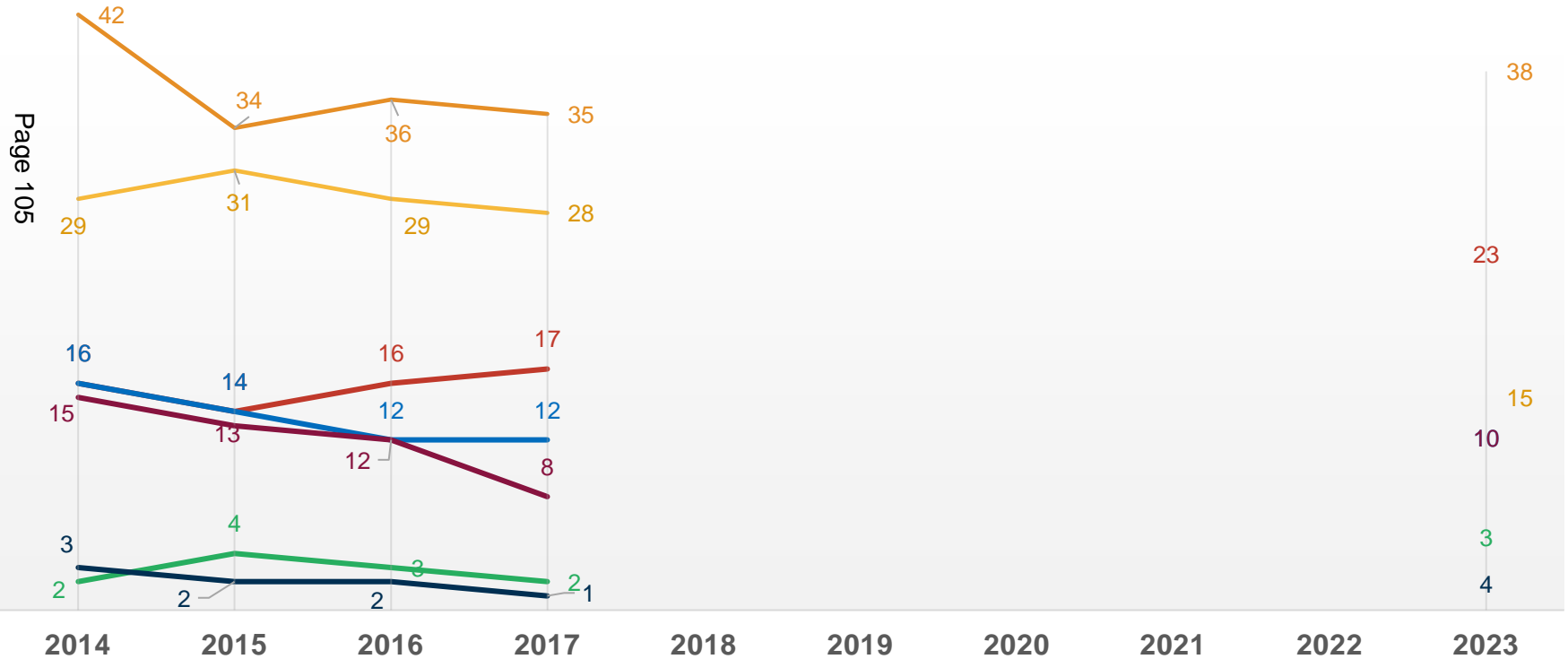
By Email



Via Website



By Social Media



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

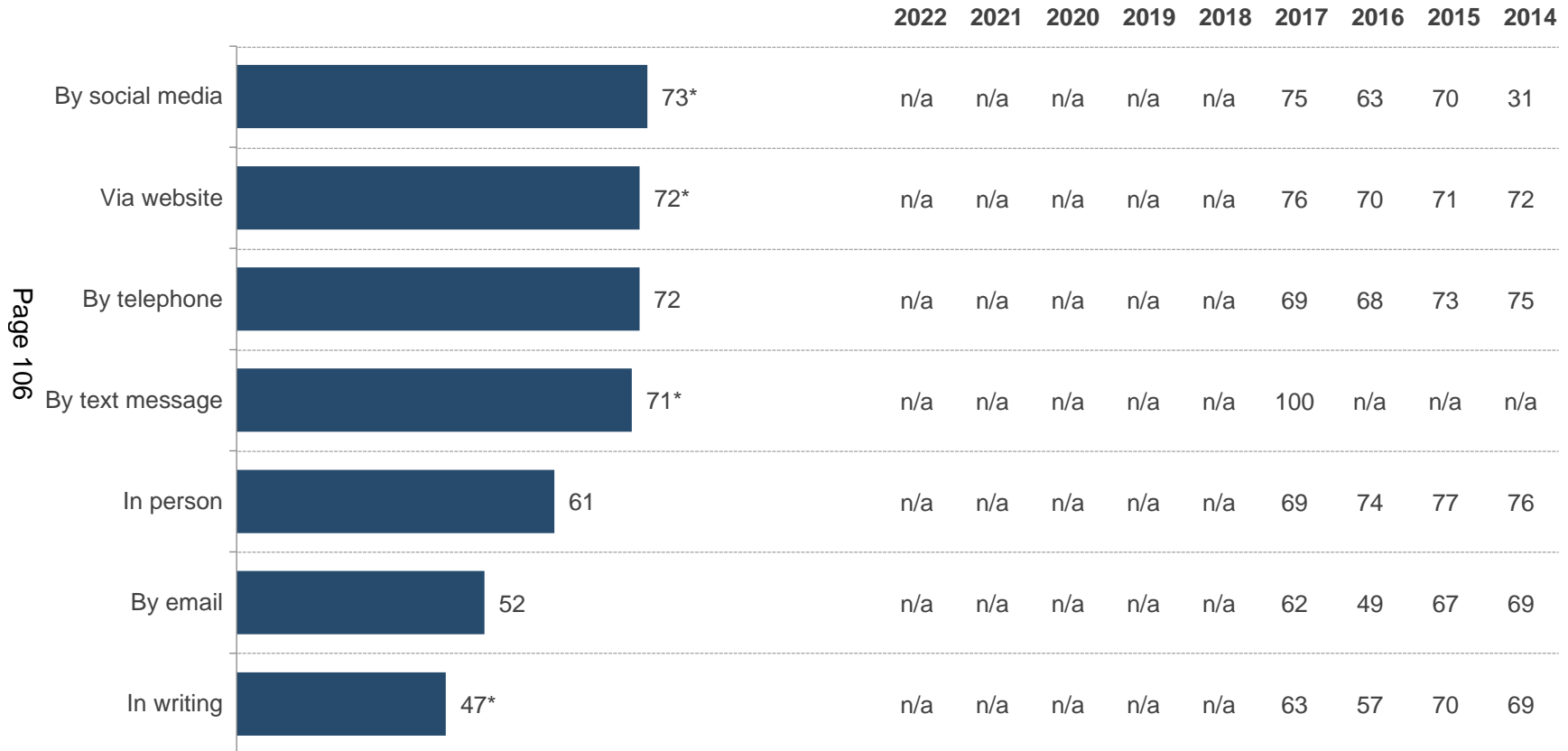
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 2

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



Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)



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Q5c. Thinking of the most recent contact, how would you rate Yarra Ranges 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: 25 Councils asked group: 2

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

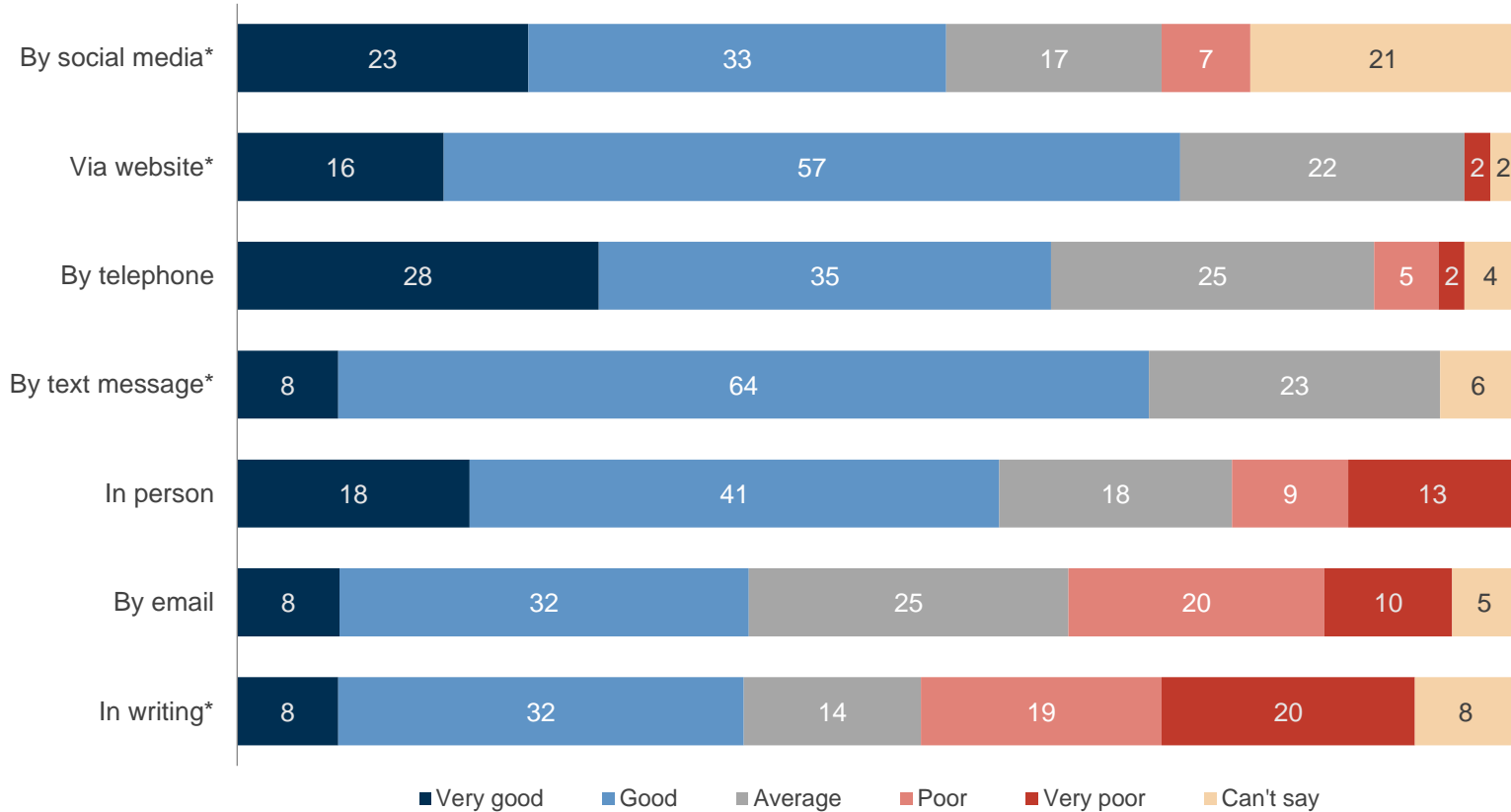
*Caution: small sample size < n=30



Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)

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Q5c. Thinking of the most recent contact, how would you rate Yarra Ranges 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: 25 Councils asked group: 2
 *Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council about news and information and upcoming events is a council newsletter via email (35%), followed by a council newsletter via mail (28%).

- For residents aged under 50 years, a council newsletter via email (36%) remains the preferred form of communication, followed by a council newsletter via mail (21%) and also communication via social media (20%). Preference for social media increased by five percentage points in the last 12 months, while preference for newsletters via mail decreased four points.

For residents aged over 50 years, a council newsletter via mail (36%) is the preferred form of communication, followed very closely by a council newsletter sent via email (34%).





Best form of communication

2023 best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



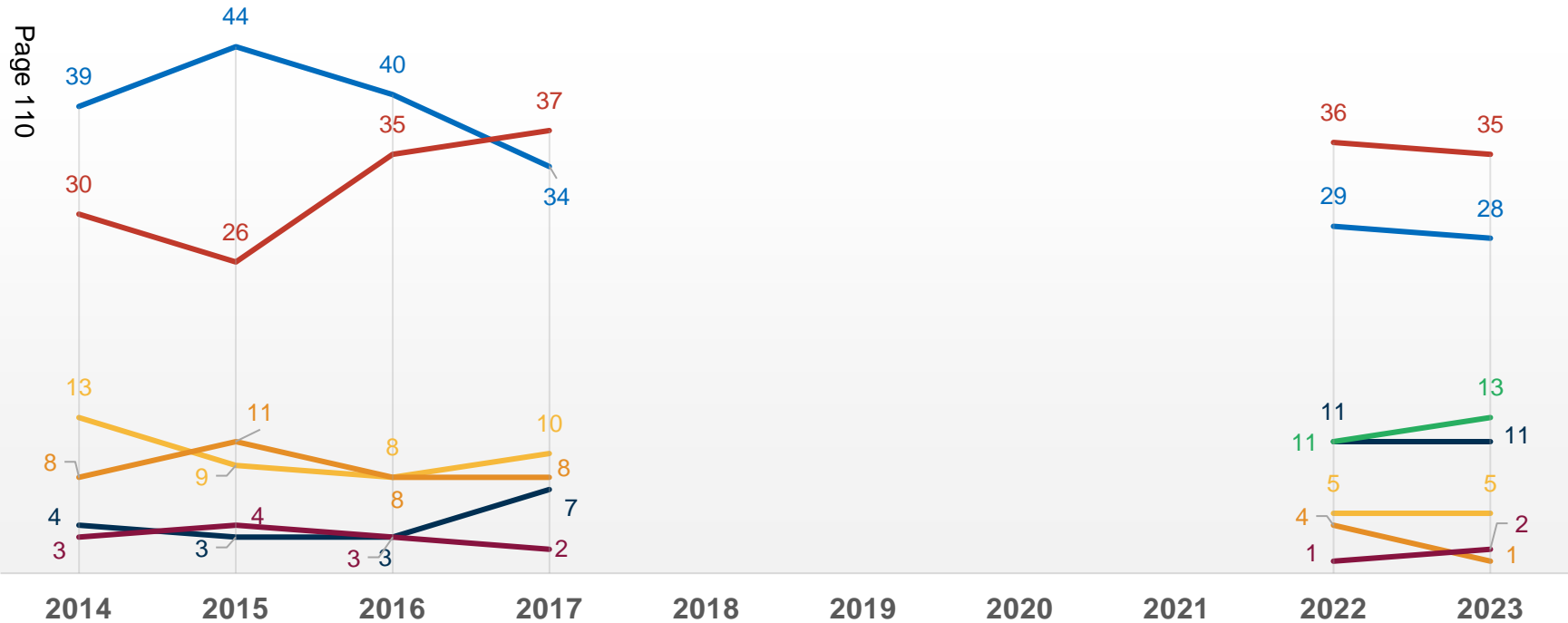
Council Website



Text Message



Social Media

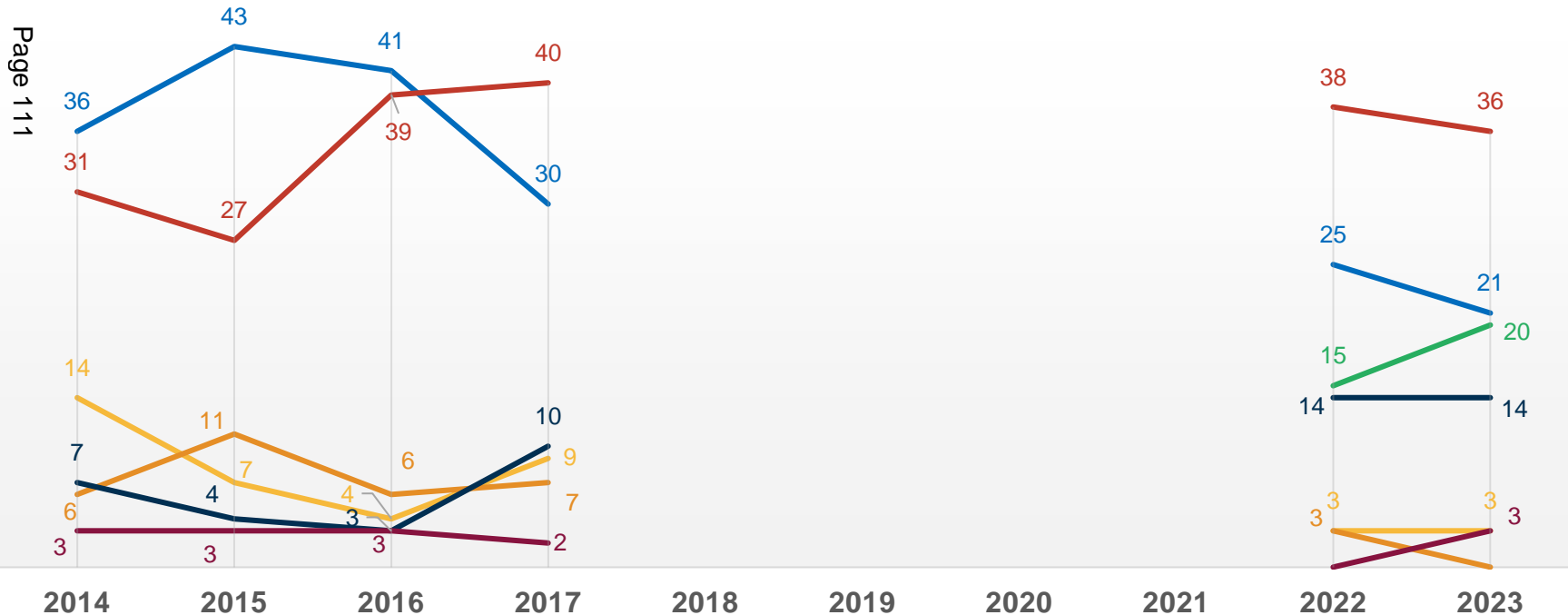


Q13. If Yarra Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 3
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 under 50s best form of communication (%)



Q13. If Yarra Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 3
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Advertising in a Local Newspaper



Council Newsletter via Mail



Council Newsletter via Email



Council Newsletter as Local Paper Insert



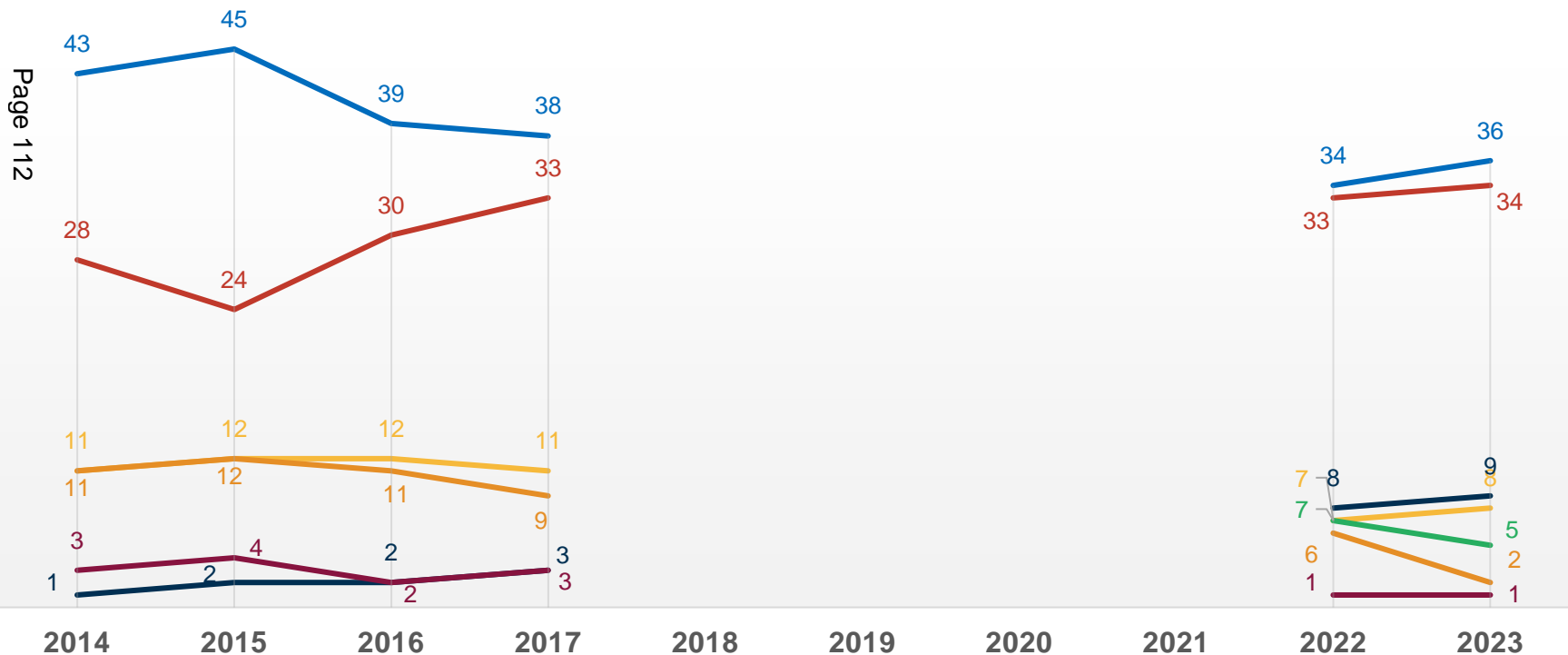
Council Website



Text Message



Social Media



Q13. If Yarra Ranges Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 3
 Note: 'Social Media' was included in 2019.

Council direction

Council direction

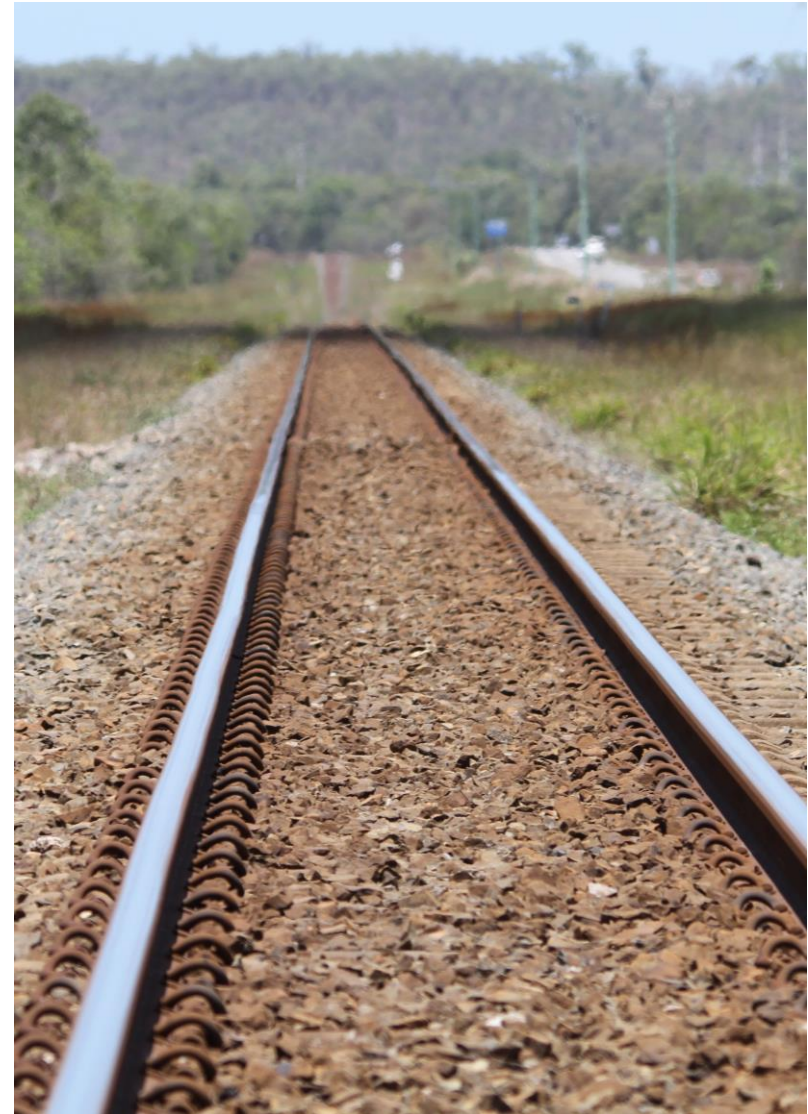
Perceptions of Council's overall direction (index score of 43) declined significantly by five points in the last 12 months to its lowest rating in the last decade.

- Council rates in line with the Interface group and significantly lower than the State-wide average (index scores of 43 and 46 respectively).
- People in the Healesville – Yarra Glen region are the most satisfied with overall council direction (47).
- People in the Hills region are the least satisfied with overall council direction (index score of 38) and are significantly less satisfied than last year (down from an index score of 52 in 2022).
- Perceptions of overall council direction also declined significantly among 18 to 34 year olds and men.

More than two thirds of people (68%) describe Council's overall direction as having 'stayed the same'.

- 7% believe Council's overall direction has improved in the last 12 months (down from 11% in 2022). 19% believe Council's overall direction has deteriorated (up from 15% in 2022).

When it comes to the trade off between rates and services, almost three times as many residents prefer a cut in council services to keep council rates at the same level as they are now (58%) over rate rises to improve local services (20% prefer this).





Overall council direction last 12 months

2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Healseville - Yarra Glen	47	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46	55	50	51	52	51	55	51	56	66
State-wide	46▲	50	53	51	53	52	53	51	53	53
Urban Area	46	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	47	49	48	49	46	52	51	50	55
Women	45	48	49	50	49	44	50	49	56	59
Yarra Ranges	43	48	48	48	49	45	50	48	51	55
Interface	43	48	50	48	54	53	53	54	54	n/a
Men	41	48	46	47	48	46	50	47	46	52
35-49	41	47	46	48	45	46	48	49	46	53
Yarra Valley	40	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	39	40	45	46	49	37	45	43	51	47
Hills	38	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4

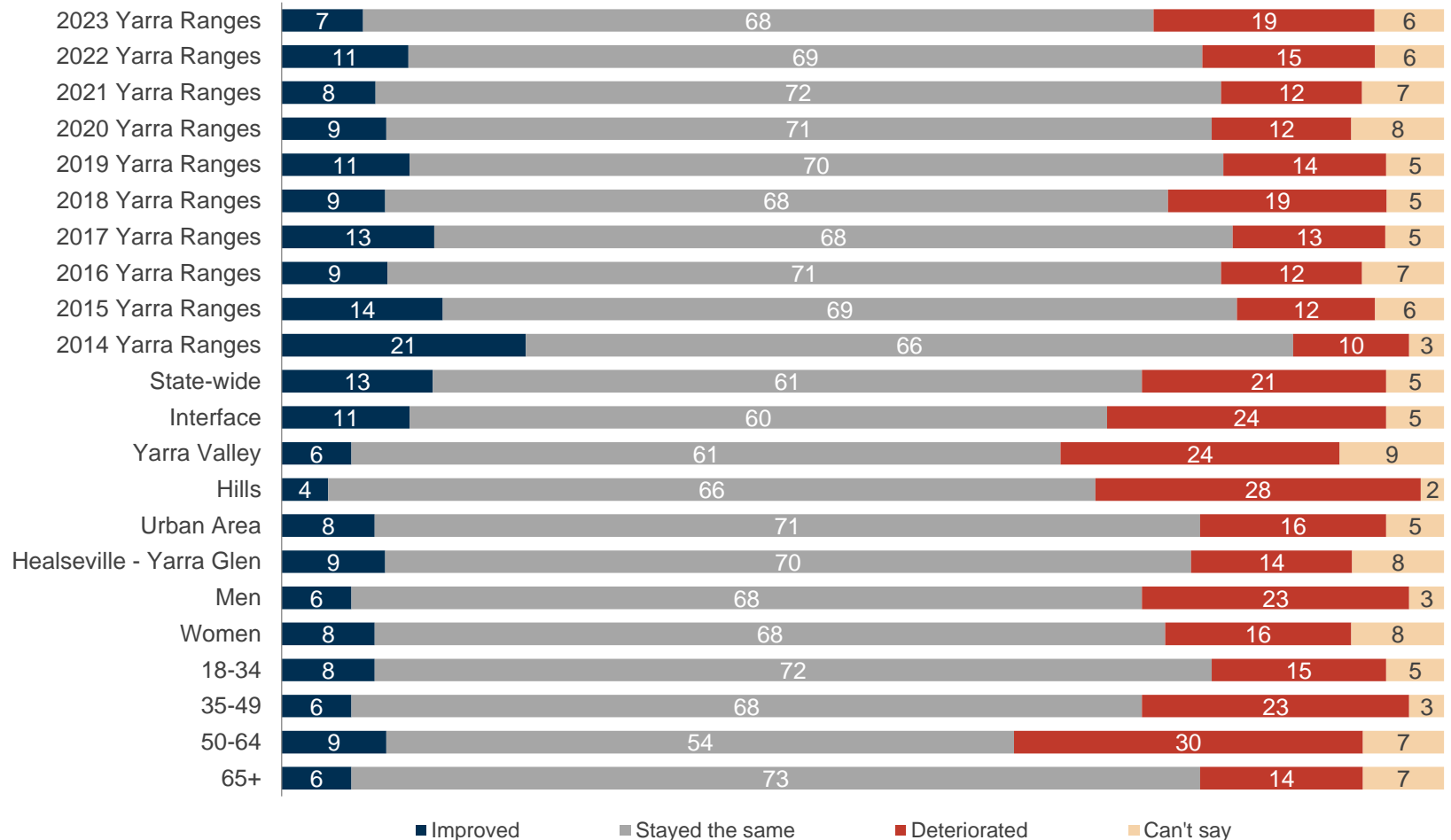
Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2023 overall council direction (%)

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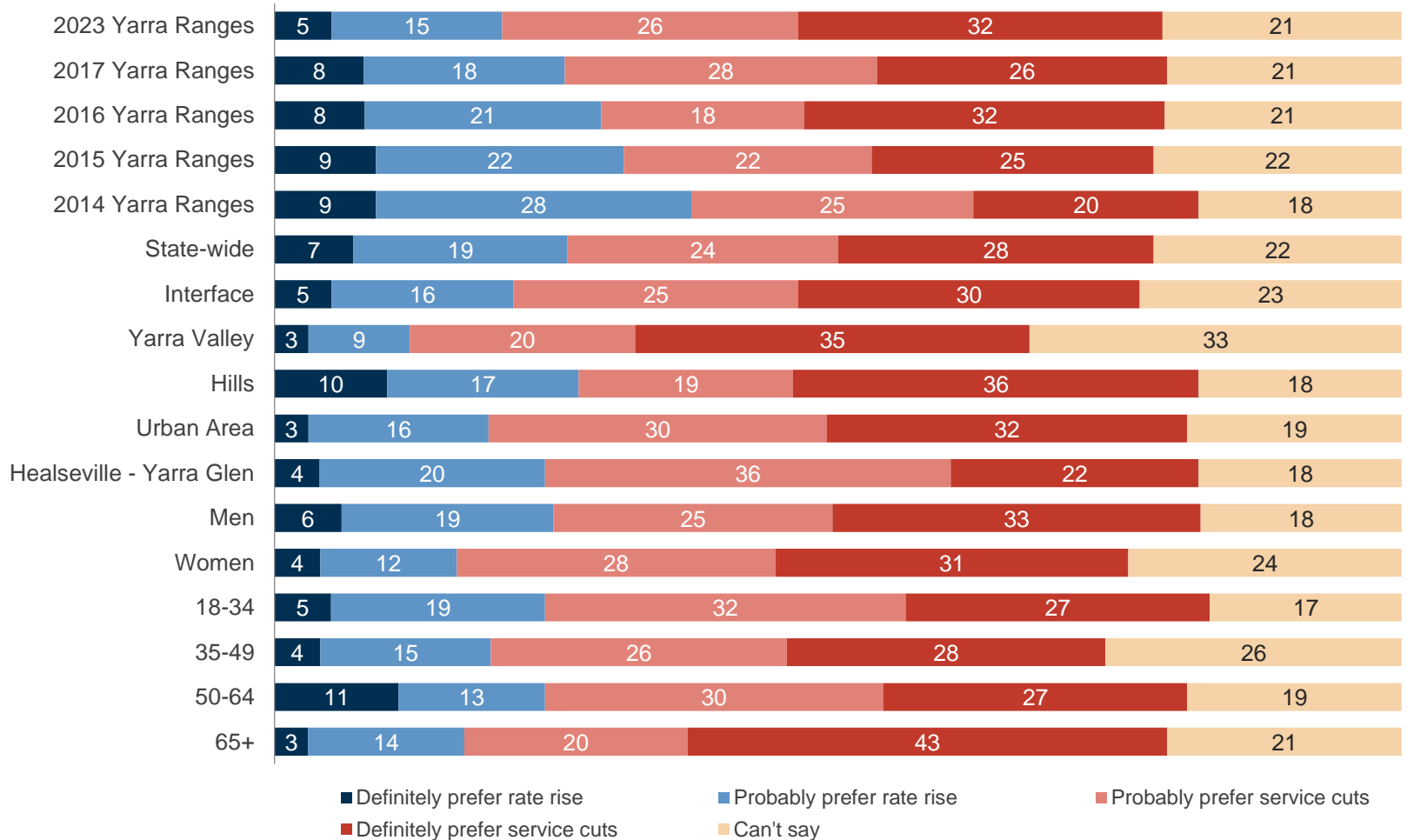


Q6. Over the last 12 months, what is your view of the direction of Yarra Ranges Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4



Rates / services trade-off

2023 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 3

Individual service areas



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	52▲	54	56	55	56	55	55	54	56	57
18-34	49	54	51	56	56	57	55	51	56	60
Women	49	50	54	52	55	53	50	51	53	55
Interface	49▲	52	53	53	55	56	53	55	57	n/a
35-49	49	53	51	50	54	53	48	51	47	55
Urban Area	47	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	46	51	53	52	53	52	51	50	52	55
Hills	45	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	45	51	56	54	55	55	52	52	54	53
Yarra Valley	44	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healseville - Yarra Glen	43	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	43	53	51	52	52	51	51	48	52	56
50-64	39▼	46	51	45	47	44	47	45	50	51

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: 4

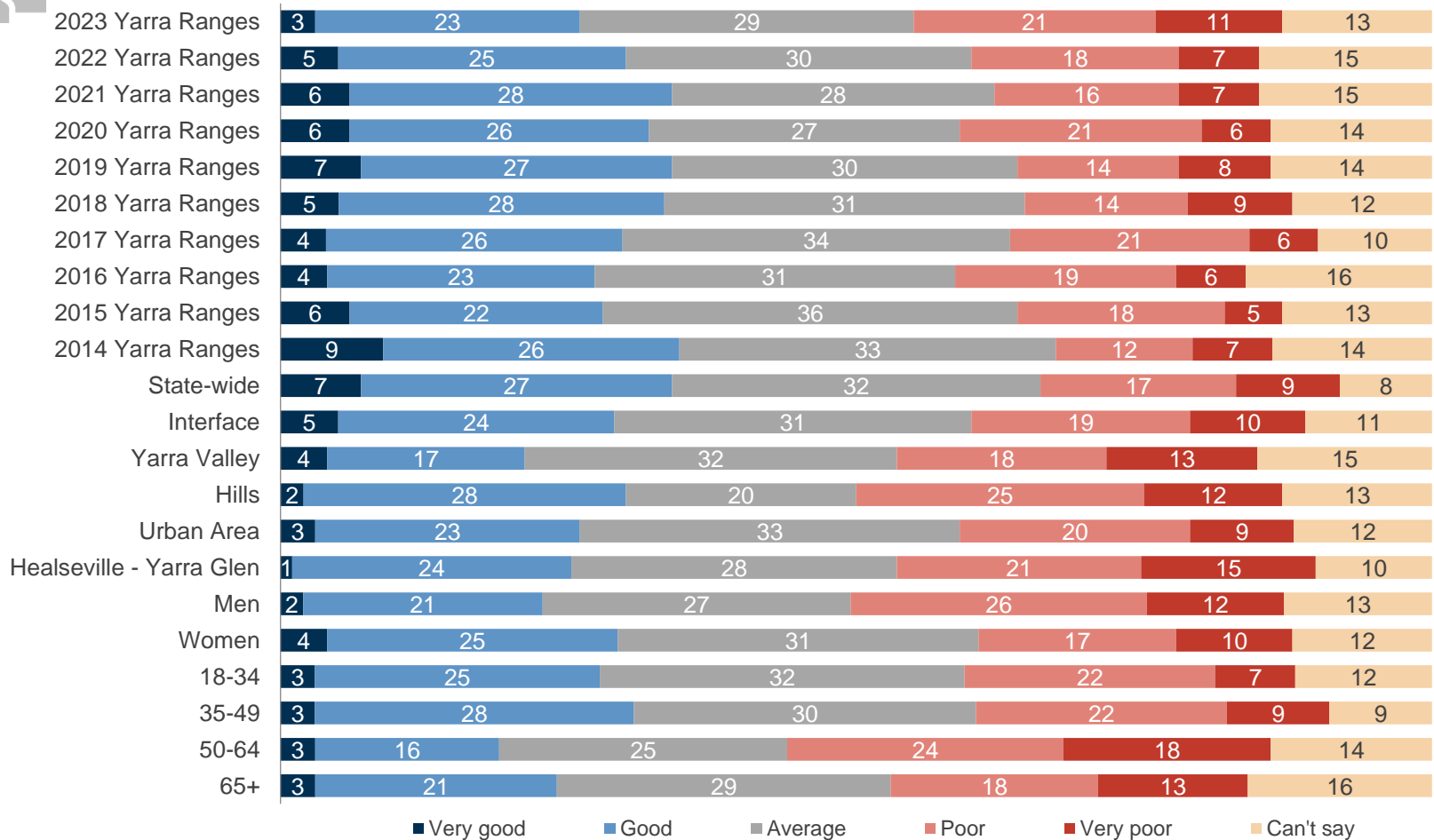
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

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		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	51▲	53	55	53	54	54	54	53	55	56
18-34	50▲	58	58	56	57	56	55	55	50	57
Interface	47▲	51	52	51	54	54	54	55	56	n/a
Urban Area	47	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	46	49	55	50	52	52	54	51	51	53
35-49	44	51	55	47	51	51	54	49	54	49
65+	44	47	55	52	53	54	52	54	53	54
Yarra Ranges	44	50	54	50	53	51	52	51	52	52
Men	42	51	54	51	53	51	51	51	53	51
Healseville - Yarra Glen	42	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	42	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	42	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	33▼	42	45	42	48	45	47	45	52	49

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: 4

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

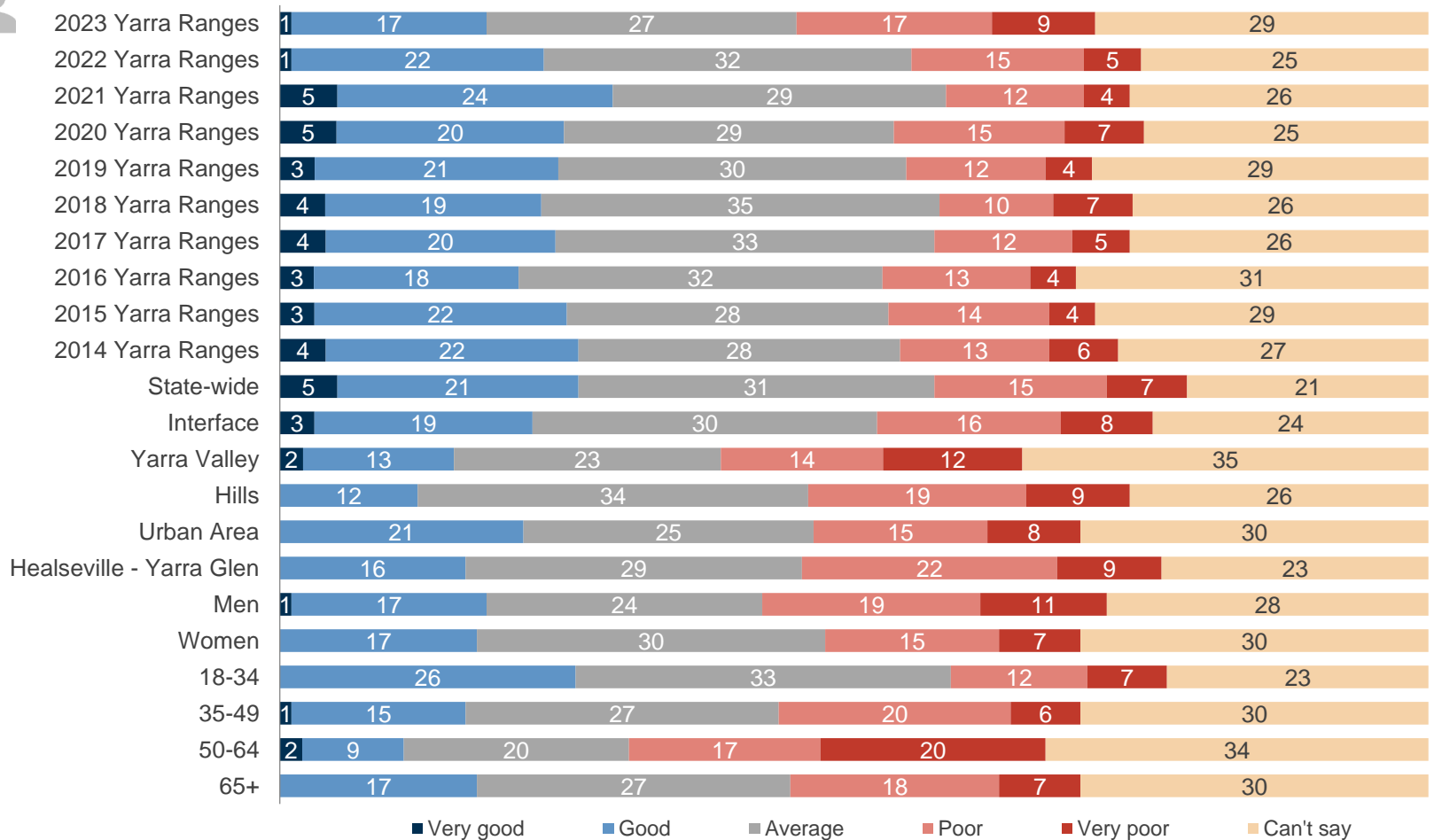


Lobbying on behalf of the community performance



2023 lobbying performance (%)

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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: 4

Decisions made in the interest of the community performance



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2023 community decisions made performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014	
18-34	53	60	59	57	60	59	56	55	57	64
State-wide	51▲	54	56	53	55	54	54	54	55	57
Urban Area	51	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	53	57	53	58	55	54	50	54	55
35-49	49	53	55	51	55	54	52	51	50	53
Interface	49	53	55	52	55	56	55	56	58	n/a
Yarra Ranges	48	54	56	53	56	54	53	51	53	56
Hills	47	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healseville - Yarra Glen	46	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	55	55	53	53	53	53	51	52	57
65+	45	52	58	54	55	55	54	53	53	55
50-64	42	47	49	46	51	46	51	43	51	51
Yarra Valley	41▼	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4

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

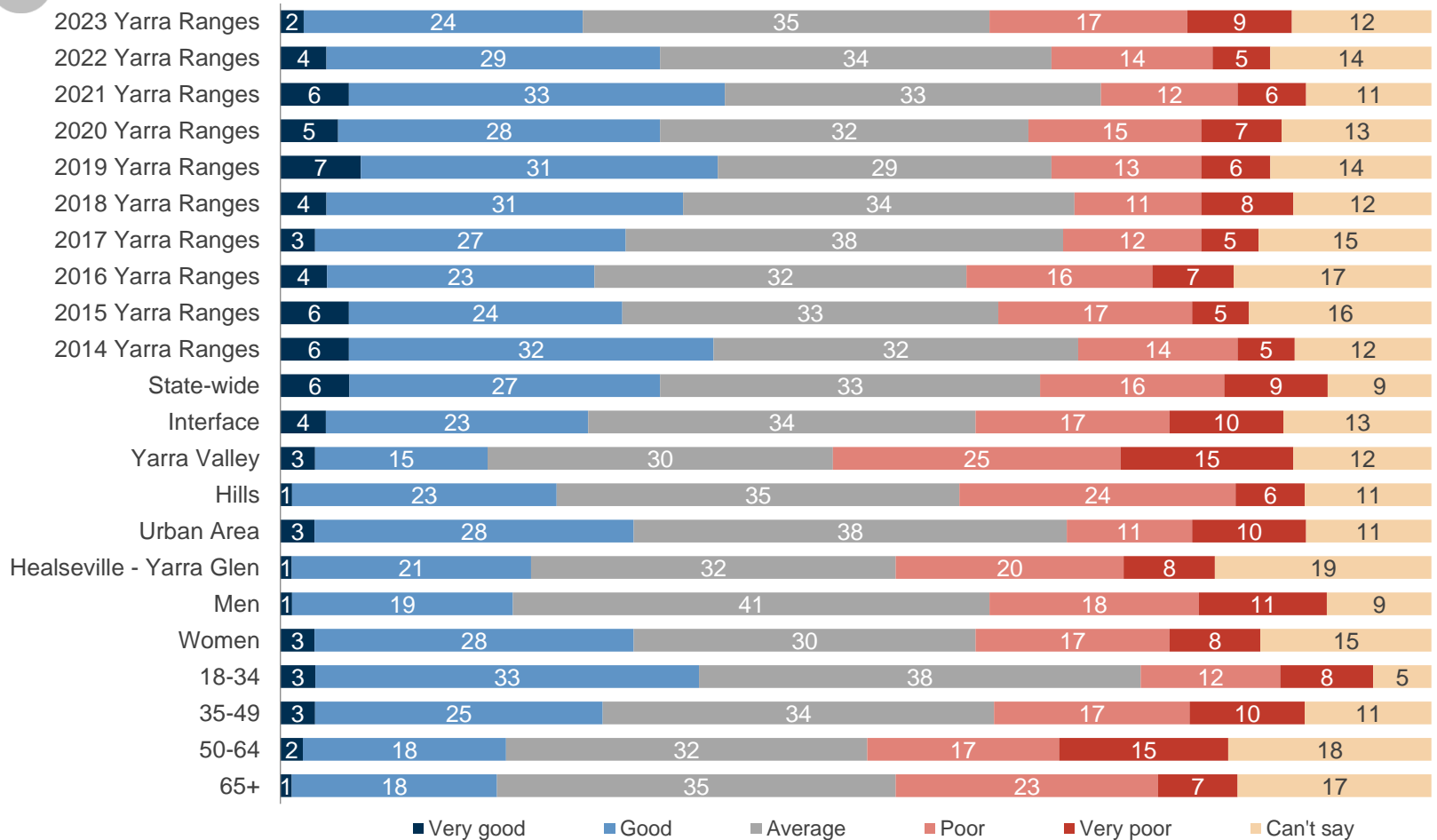
Decisions made in the interest of the community performance



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2023 community decisions made performance (%)



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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: 4

The condition of sealed local roads in your area performance



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2023 sealed local roads performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
Urban Area	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	53	57	54	56	53	53	54	55	55
18-34	52	45	55	57	51	61	58	61	64
Interface	53	57	55	60	57	59	60	60	n/a
65+	51	59	57	58	53	60	62	56	61
Men	48	46	53	56	49	55	56	55	57
Yarra Ranges	48	49	53	55	49	57	58	56	58
Women	48	53	53	54	49	59	59	58	60
50-64	40	43	47	52	46	53	56	59	56
Healseville - Yarra Glen	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	47	47	51	52	48	54	55	49	53
Hills	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	39	n/a	n/a	n/a	n/a	n/a	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: 4
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

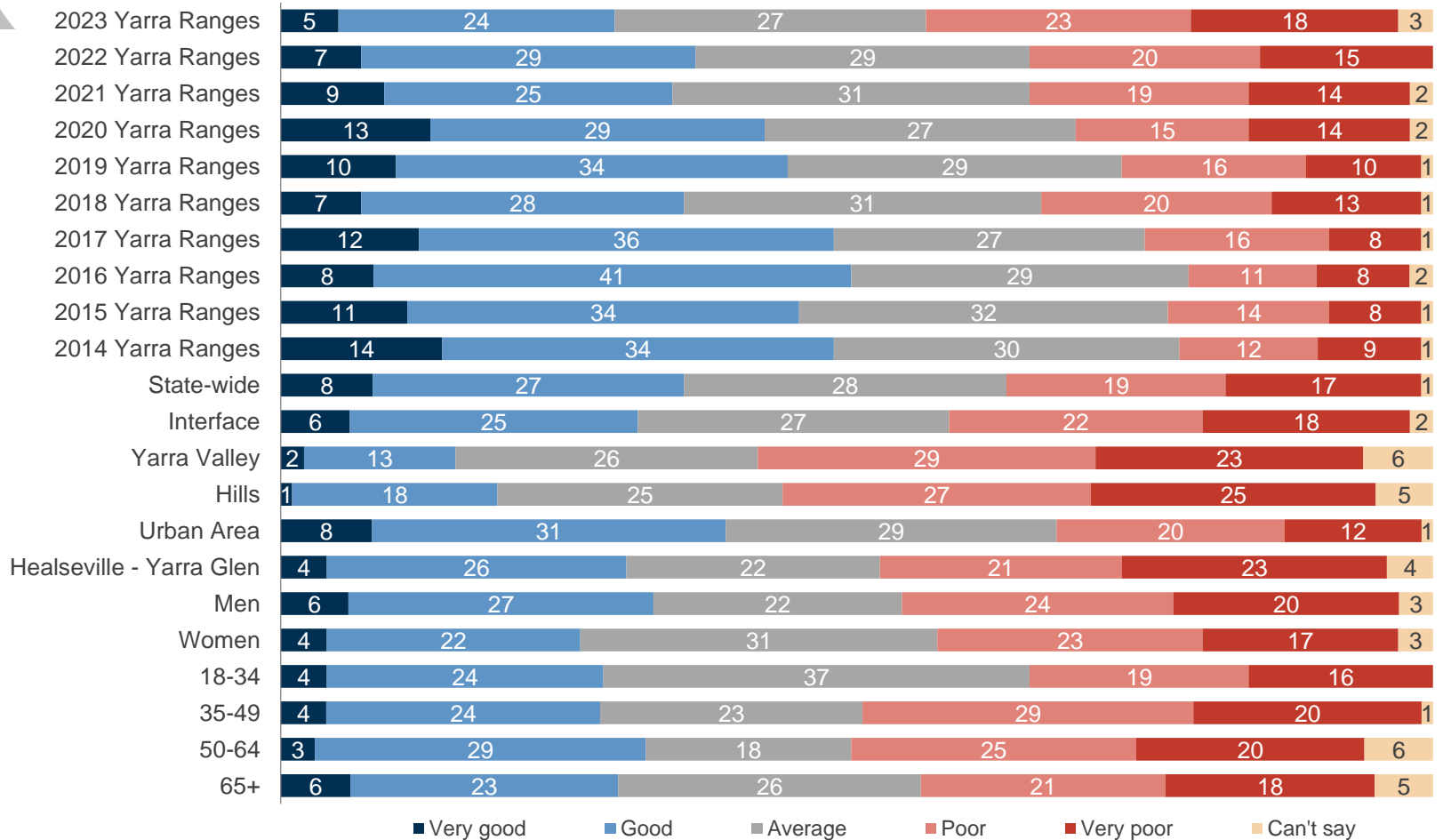


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2023 sealed local roads performance (%)

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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: 4



Informing the community performance



2023 informing community performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	57▲	59	60	59	60	59	59	59	61	62
35-49	54	n/a	n/a	n/a	n/a	n/a	56	53	55	58
Interface	53	56	58	57	59	60	55	55	56	n/a
Women	53	n/a	n/a	n/a	n/a	n/a	52	53	53	62
Urban Area	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	n/a	n/a	n/a	n/a	n/a	52	54	53	66
Yarra Ranges	50	n/a	n/a	n/a	n/a	n/a	53	52	53	61
Hills	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	48	n/a	n/a	n/a	n/a	n/a	54	55	54	62
Men	48	n/a	n/a	n/a	n/a	n/a	53	51	54	60
Healseville - Yarra Glen	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	n/a	n/a	n/a	n/a	n/a	49	46	52	58

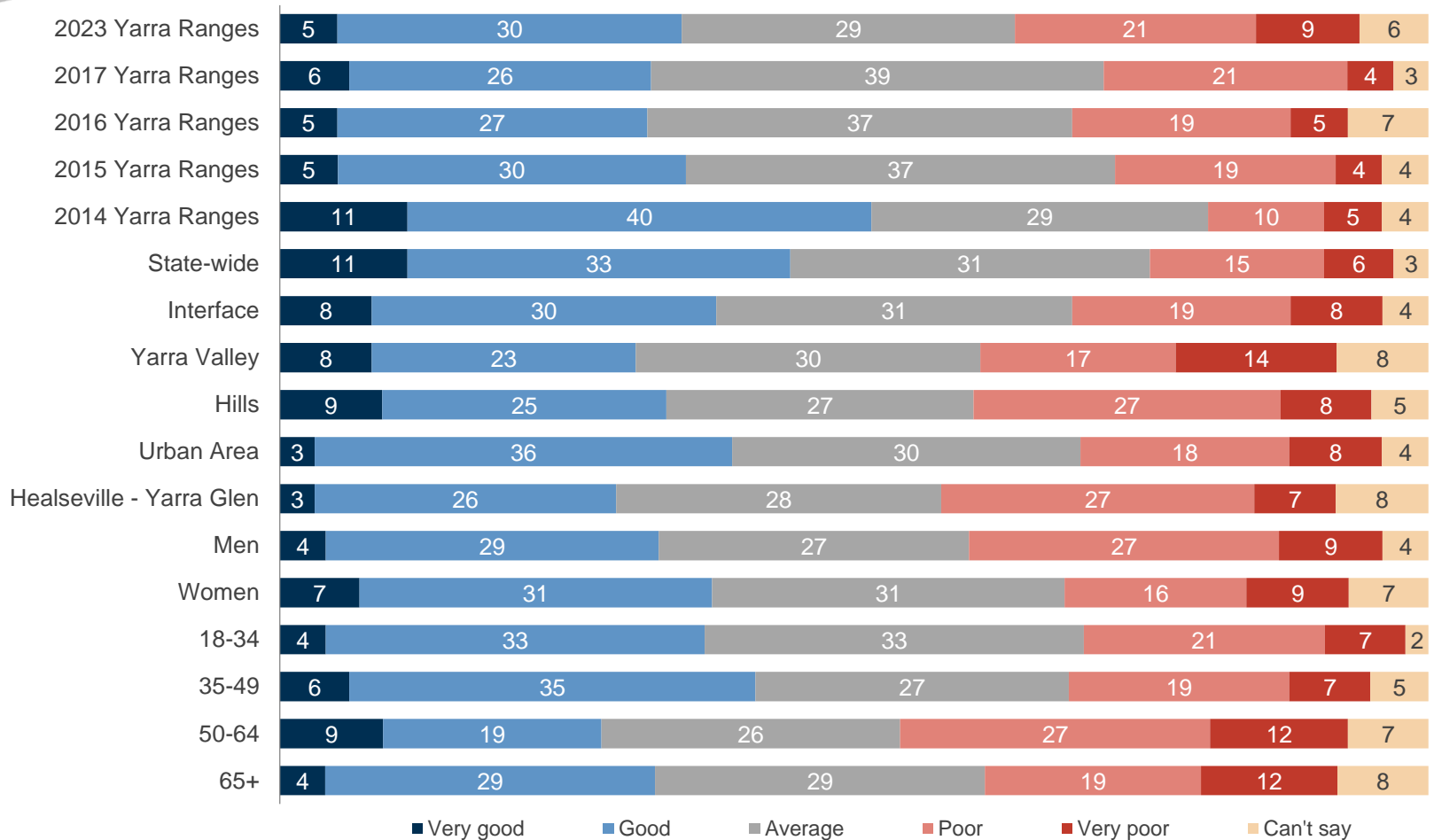
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)



The condition of local streets and footpaths in your area performance



NOT FOR PUBLICATION



2023 streets and footpaths performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	57	59	58	59	58	57	57	58	58
Urban Area	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	n/a	60	58	60	69
Interface	54	58	54	60	59	56	57	56	n/a
Women	n/a	n/a	n/a	n/a	n/a	56	55	55	59
50-64	n/a	n/a	n/a	n/a	n/a	49	53	57	51
Yarra Ranges	n/a	n/a	n/a	n/a	n/a	56	56	55	58
Men	n/a	n/a	n/a	n/a	n/a	56	57	55	57
Healseville - Yarra Glen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	57	59	53	54
35-49	n/a	n/a	n/a	n/a	n/a	56	54	50	57
Yarra Valley	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.

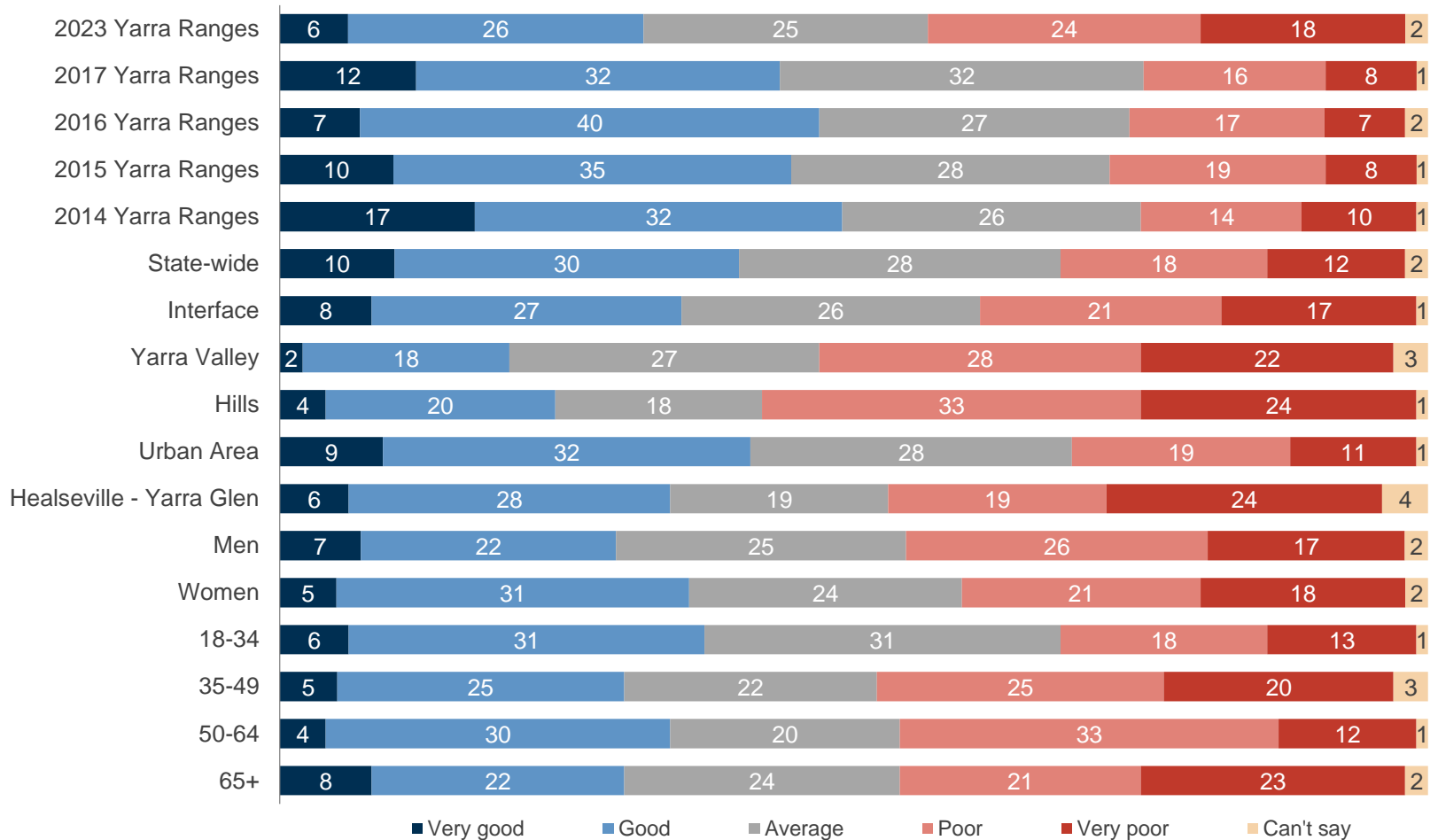
The condition of local streets and footpaths in your area performance



NOT FOR PUBLICATION



2023 streets and footpaths performance (%)



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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: 3



Traffic management performance



2023 traffic management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	58	59	58	58	57	59	59	60	60
Women	n/a	n/a	n/a	n/a	n/a	62	59	62	63
Hills	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	n/a	60	59	68	69
Urban Area	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	54	52	52	52	51	59	57	61	n/a
35-49	n/a	n/a	n/a	n/a	n/a	58	57	56	62
Yarra Ranges	n/a	n/a	n/a	n/a	n/a	59	57	61	63
50-64	n/a	n/a	n/a	n/a	n/a	56	52	58	57
Healseville - Yarra Glen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	62	60	59	63
Men	n/a	n/a	n/a	n/a	n/a	56	56	59	63
Yarra Valley	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

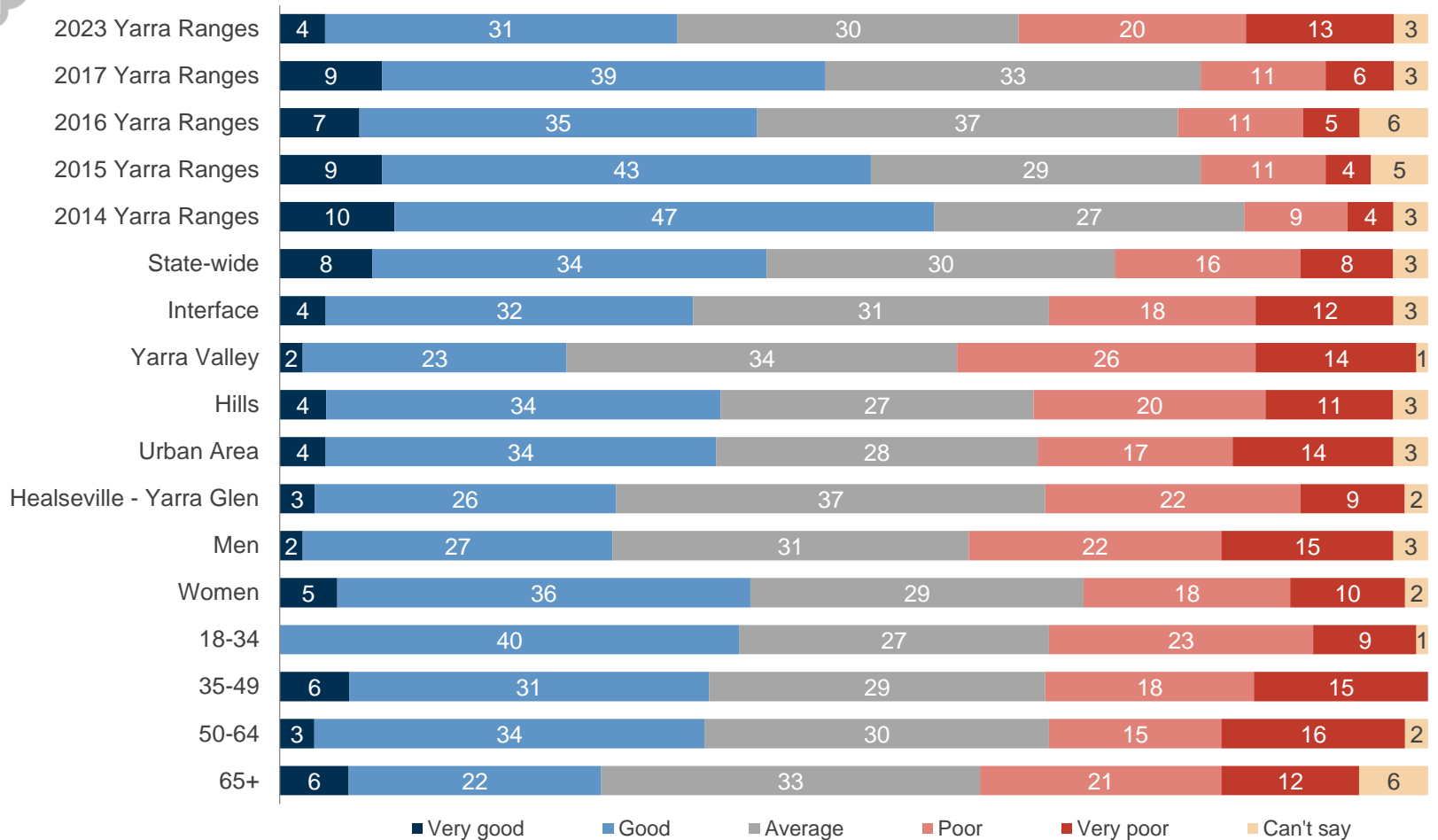
Q2. How has Council performed on 'Traffic management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2023 traffic management performance (%)





Parking facilities performance



2023 parking performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	63	n/a	n/a	n/a	n/a	62	57	64	66
Urban Area	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	n/a	n/a	n/a	n/a	60	56	58	64
50-64	59	n/a	n/a	n/a	n/a	55	53	59	59
Yarra Ranges	58	n/a	n/a	n/a	n/a	58	56	60	63
Healseville - Yarra Glen	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	57	n/a	n/a	n/a	n/a	56	59	62	66
Men	56	n/a	n/a	n/a	n/a	56	57	62	63
Interface	56	56	57	58	57	57	56	60	n/a
Yarra Valley	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55	57	58	55	56	55	56	57	57
65+	54	n/a	n/a	n/a	n/a	58	56	56	61
Hills	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

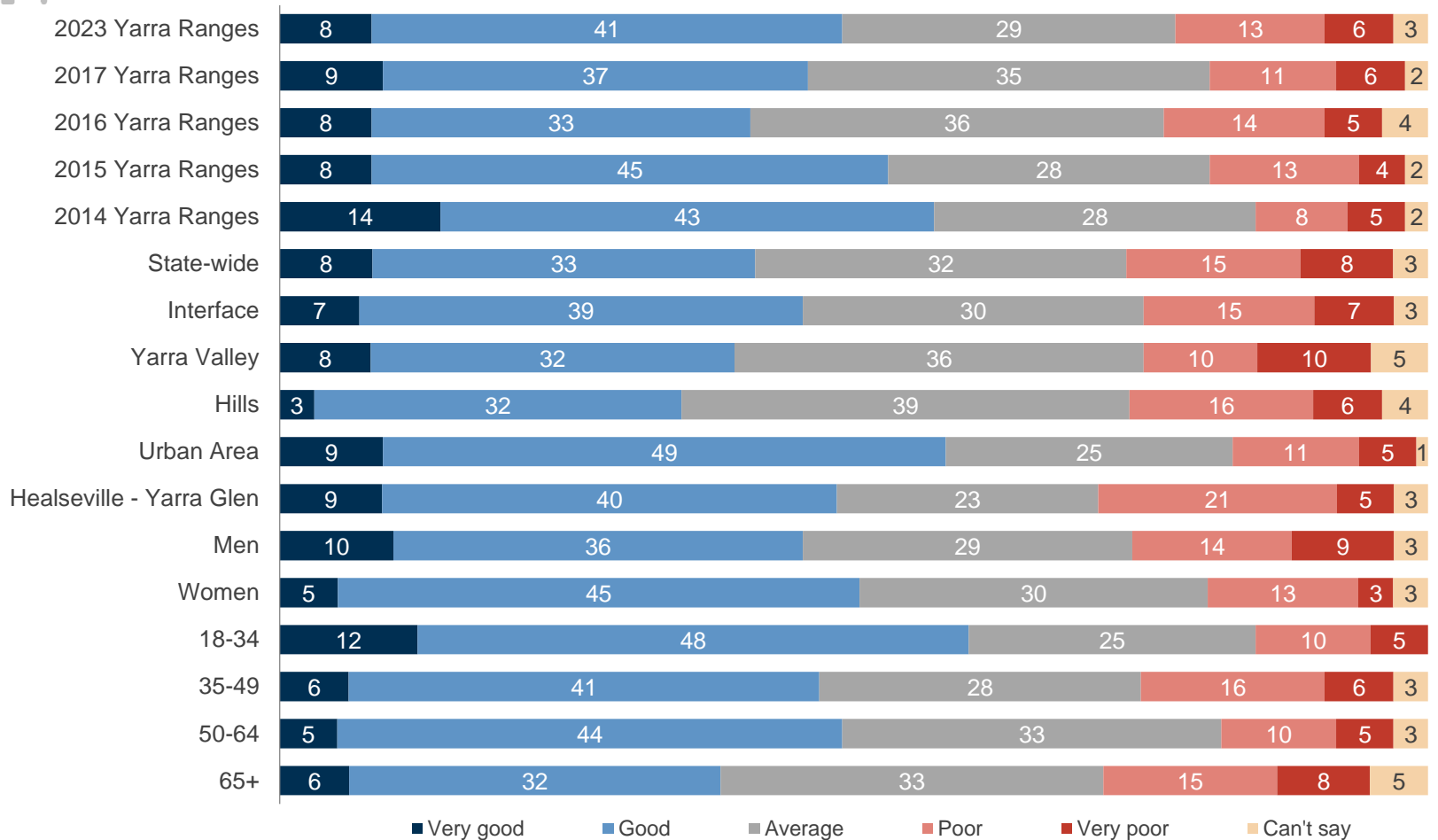
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2023 parking performance (%)





Enforcement of local laws performance



2023 law enforcement performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	66▲	n/a	n/a	n/a	n/a	70	66	68	75
35-49	61	n/a	n/a	n/a	n/a	61	61	67	65
State-wide	61	63	64	63	64	64	63	66	66
Urban Area	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healseville - Yarra Glen	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	n/a	n/a	n/a	n/a	65	64	66	67
Yarra Ranges	59	n/a	n/a	n/a	n/a	64	61	66	65
Men	59	n/a	n/a	n/a	n/a	62	59	66	64
Interface	57	61	63	59	62	61	60	61	n/a
Yarra Valley	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	n/a	n/a	n/a	n/a	60	56	65	58
65+	52▼	n/a	n/a	n/a	n/a	63	62	64	61

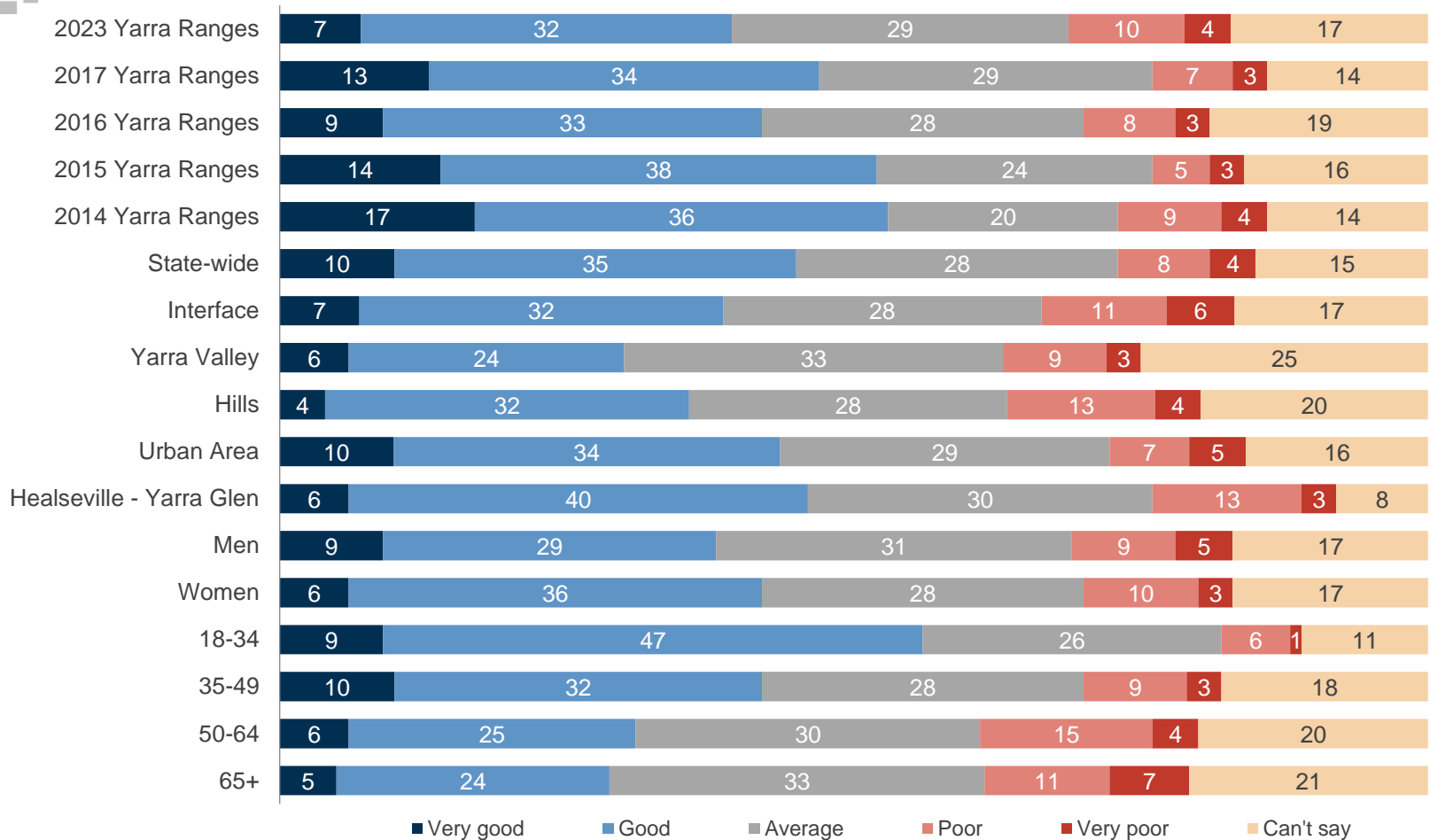
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 34 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 law enforcement performance (%)





Family support services performance



2023 family support performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	63▲	n/a	n/a	n/a	n/a	67	63	67	75
State-wide	63▲	65	66	66	67	66	67	66	68
Yarra Valley	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	n/a	n/a	n/a	n/a	66	64	65	71
35-49	58	n/a	n/a	n/a	n/a	68	66	64	68
Urban Area	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healseville - Yarra Glen	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	57	64	65	63	67	67	65	65	66
Yarra Ranges	57	n/a	n/a	n/a	n/a	n/a	66	63	66
50-64	57	n/a	n/a	n/a	n/a	n/a	60	56	64
Men	54	n/a	n/a	n/a	n/a	n/a	65	62	67
Hills	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	48▼	n/a	n/a	n/a	n/a	n/a	66	67	69

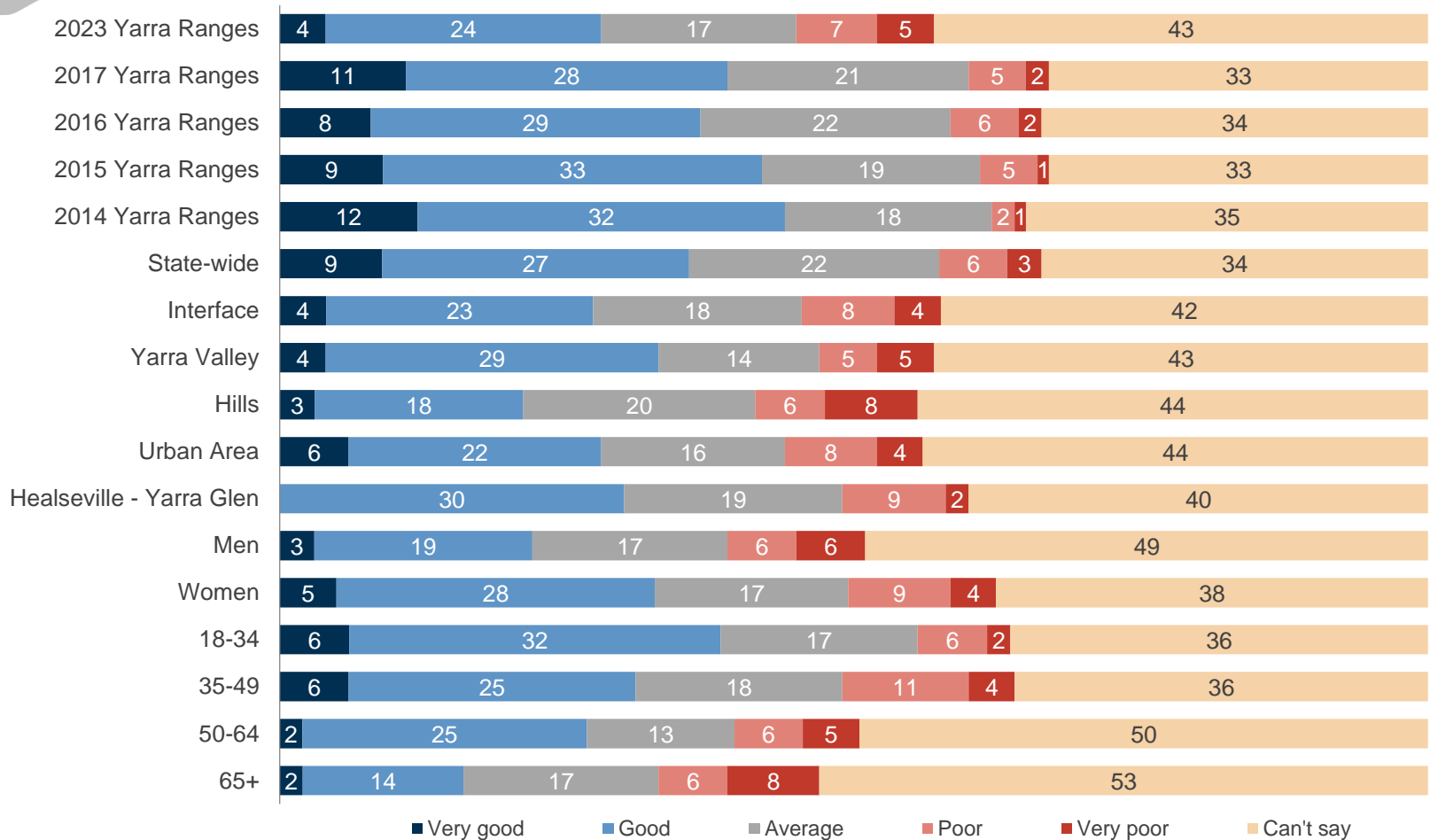
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2023 family support performance (%)





Elderly support services performance



2023 elderly support performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67	69	68	68	68	68	68	69	70
18-34	n/a	n/a	n/a	n/a	n/a	59	57	67	66
Urban Area	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a	57	61	64	62
Healseville - Yarra Glen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	61	59	66	64
50-64	n/a	n/a	n/a	n/a	n/a	59	54	61	66
Interface	64	67	65	66	67	64	59	65	n/a
Yarra Ranges	n/a	n/a	n/a	n/a	n/a	60	59	65	65
Women	n/a	n/a	n/a	n/a	n/a	60	60	65	66
Yarra Valley	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	66	66	68	67
Hills	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

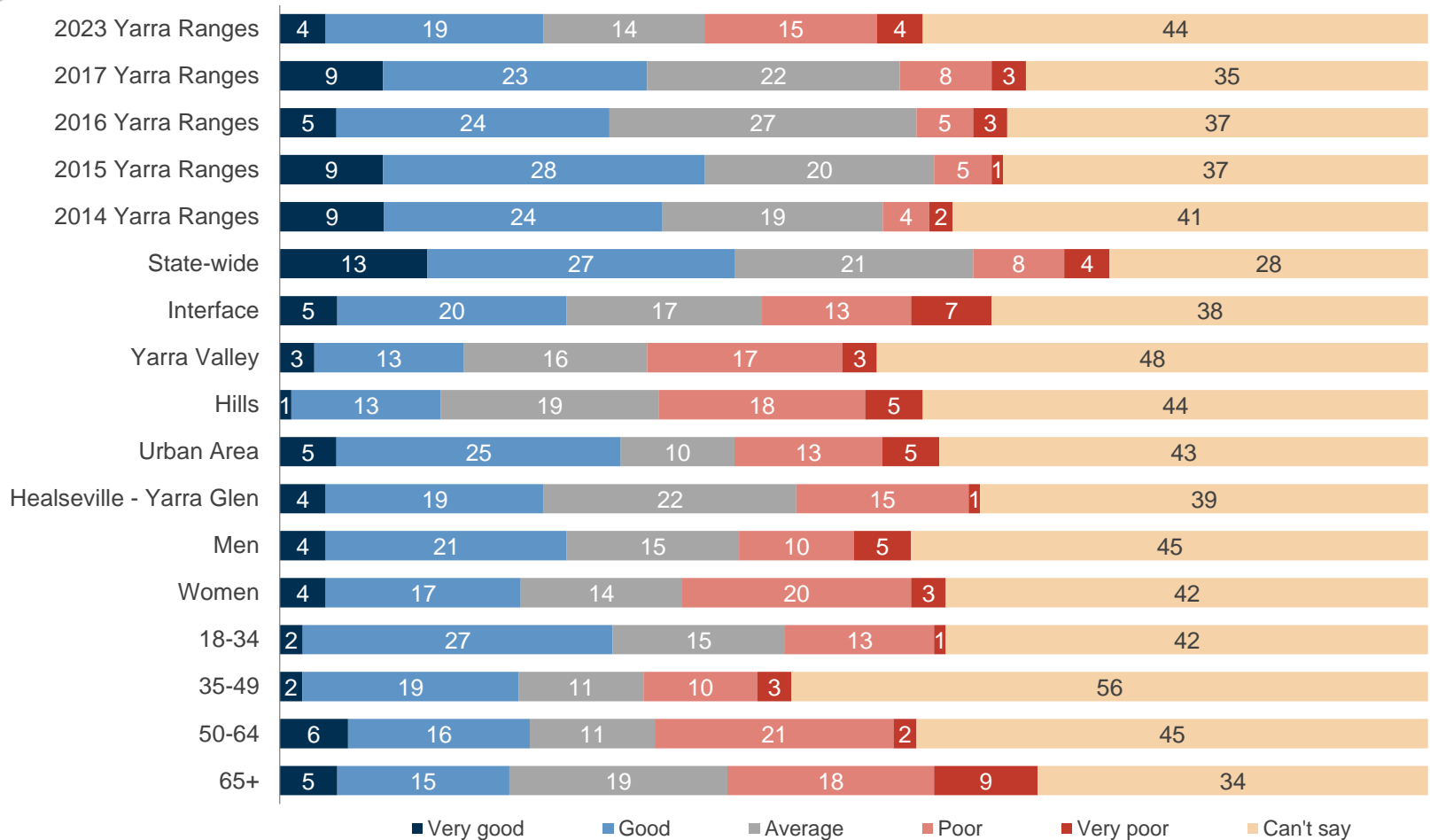
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2023 elderly support performance (%)





Disadvantaged support services performance



2023 disadvantaged support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	59▲	62	63	60	62	61	61	61	62	64
Healseville - Yarra Glen	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	62
35-49	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61	62
Men	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62	62
50-64	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57	57
Yarra Ranges	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61	61
Urban Area	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	51	60	62	59	60	62	56	58	61	n/a
Hills	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60	61
65+	45▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61	63

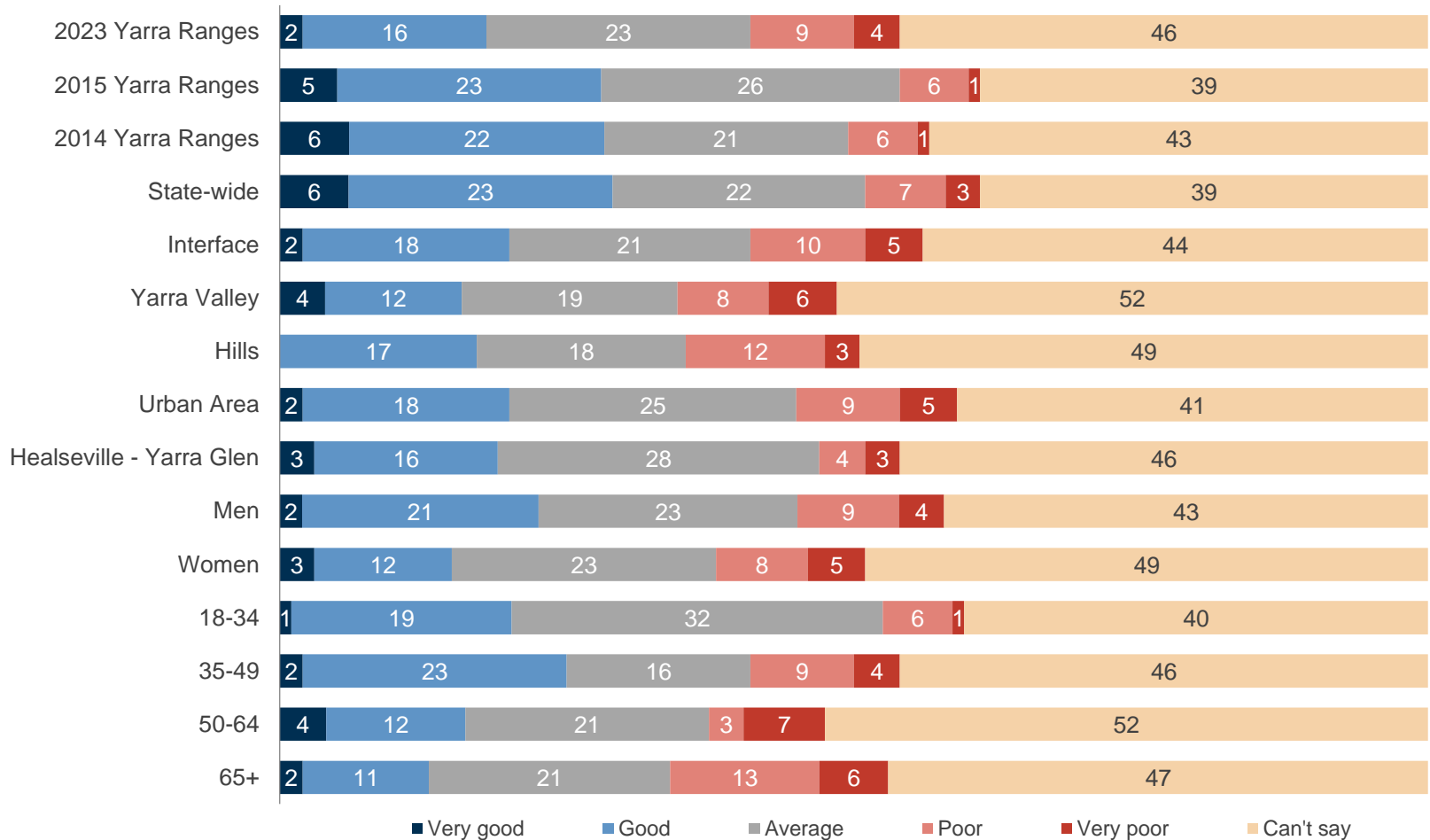
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2023 disadvantaged support performance (%)





Recreational facilities performance



2023 recreational facilities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	68	69	71	70	70	69	70	69	70
18-34	68	n/a	n/a	n/a	n/a	65	73	70	78
Urban Area	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	n/a	n/a	n/a	n/a	69	66	70	72
35-49	67	n/a	n/a	n/a	n/a	70	64	68	70
Hills	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	66	n/a	n/a	n/a	n/a	68	68	71	72
Interface	66	67	68	67	70	68	66	67	68
Men	65	n/a	n/a	n/a	n/a	68	70	72	72
50-64	64	n/a	n/a	n/a	n/a	67	63	72	70
65+	64	n/a	n/a	n/a	n/a	71	71	73	70
Yarra Valley	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healseville - Yarra Glen	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

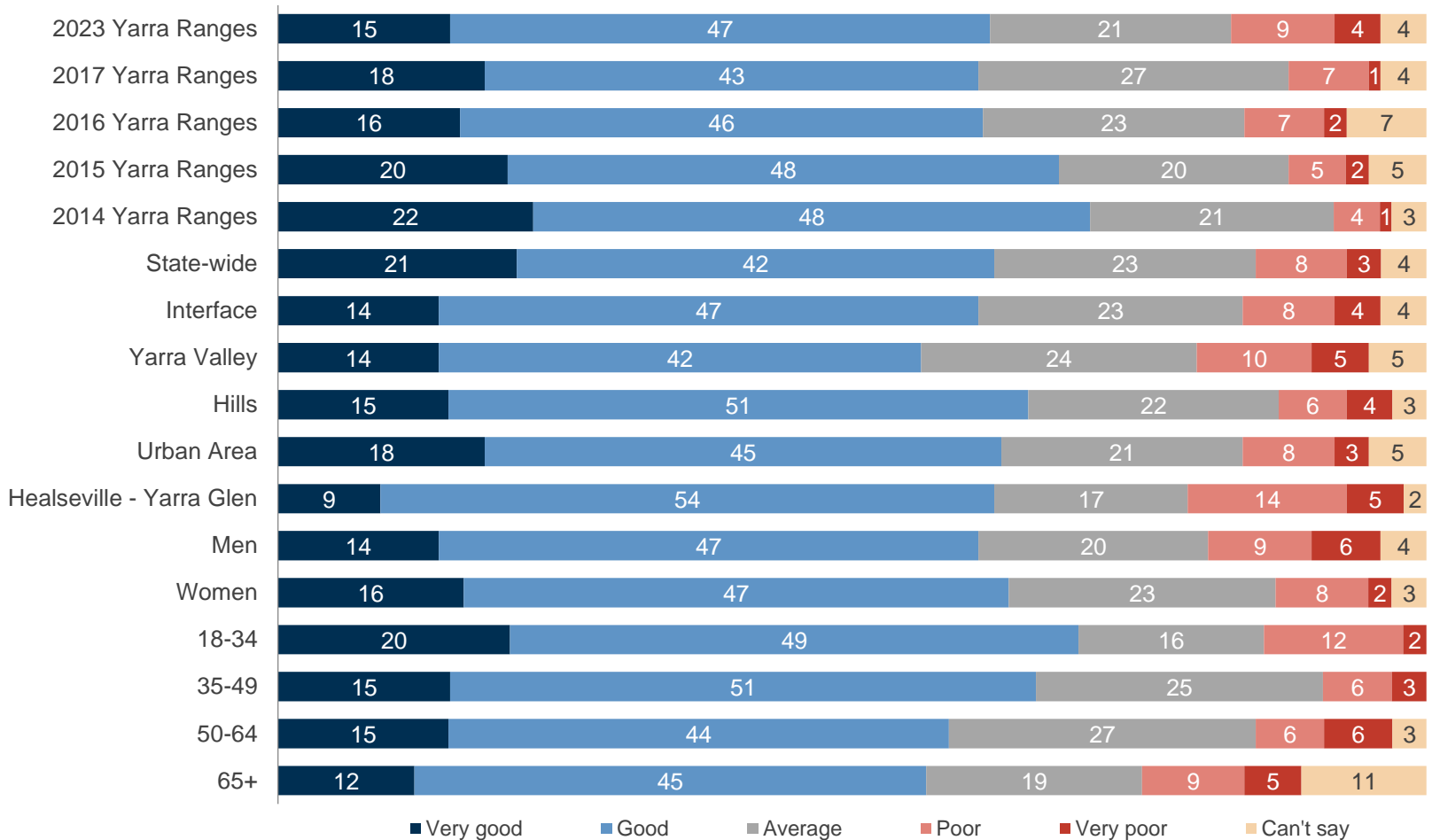
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 43 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)





The appearance of public areas performance



2023 public areas performance (index scores)

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		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67▲	71	73	72	72	71	71	71	72	72
18-34	67	n/a	n/a	n/a	n/a	n/a	67	68	69	74
Urban Area	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	64	n/a	n/a	n/a	n/a	n/a	67	66	68	71
Hills	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	62	n/a	n/a	n/a	n/a	n/a	67	66	66	70
50-64	62	n/a	n/a	n/a	n/a	n/a	64	62	68	66
35-49	61	n/a	n/a	n/a	n/a	n/a	67	66	63	69
Men	61	n/a	n/a	n/a	n/a	n/a	67	67	65	68
Healseville - Yarra Glen	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	n/a	n/a	n/a	n/a	n/a	71	69	66	68
Yarra Valley	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	56▼	62	68	65	69	68	66	66	67	n/a

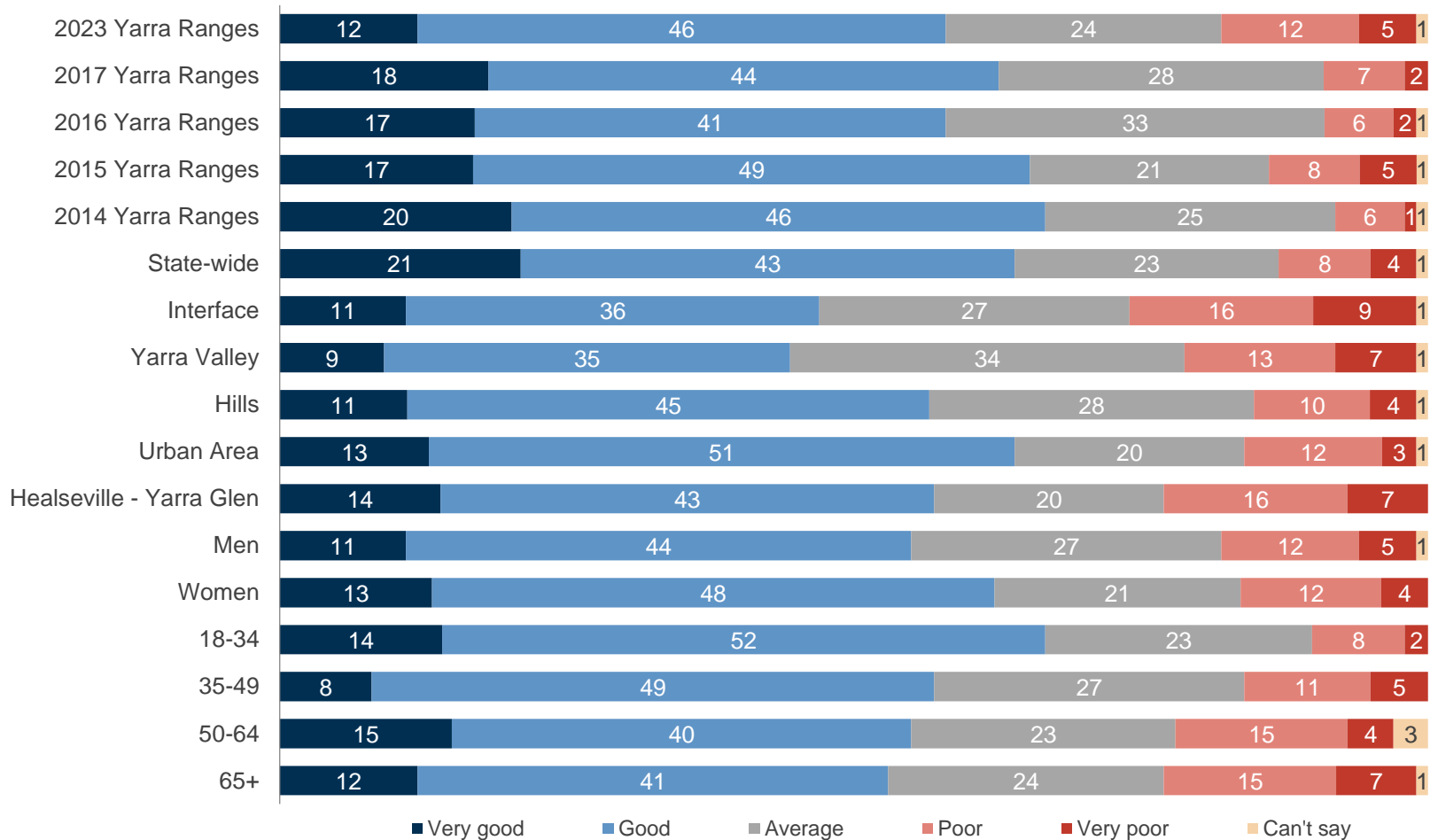
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)





Art centres and libraries performance



2023 art centres and libraries performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	73▲	73	74	74	74	73	72	73	75
35-49	70	n/a	n/a	n/a	n/a	69	68	69	74
Women	70	n/a	n/a	n/a	n/a	70	67	72	76
Interface	70	69	71	75	75	72	68	72	n/a
Yarra Valley	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	n/a	n/a	n/a	n/a	67	65	71	73
Urban Area	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	69	n/a	n/a	n/a	n/a	69	68	72	75
65+	68	n/a	n/a	n/a	n/a	70	71	72	76
18-34	68	n/a	n/a	n/a	n/a	70	65	75	78
Men	67	n/a	n/a	n/a	n/a	68	68	72	75
Healseville - Yarra Glen	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

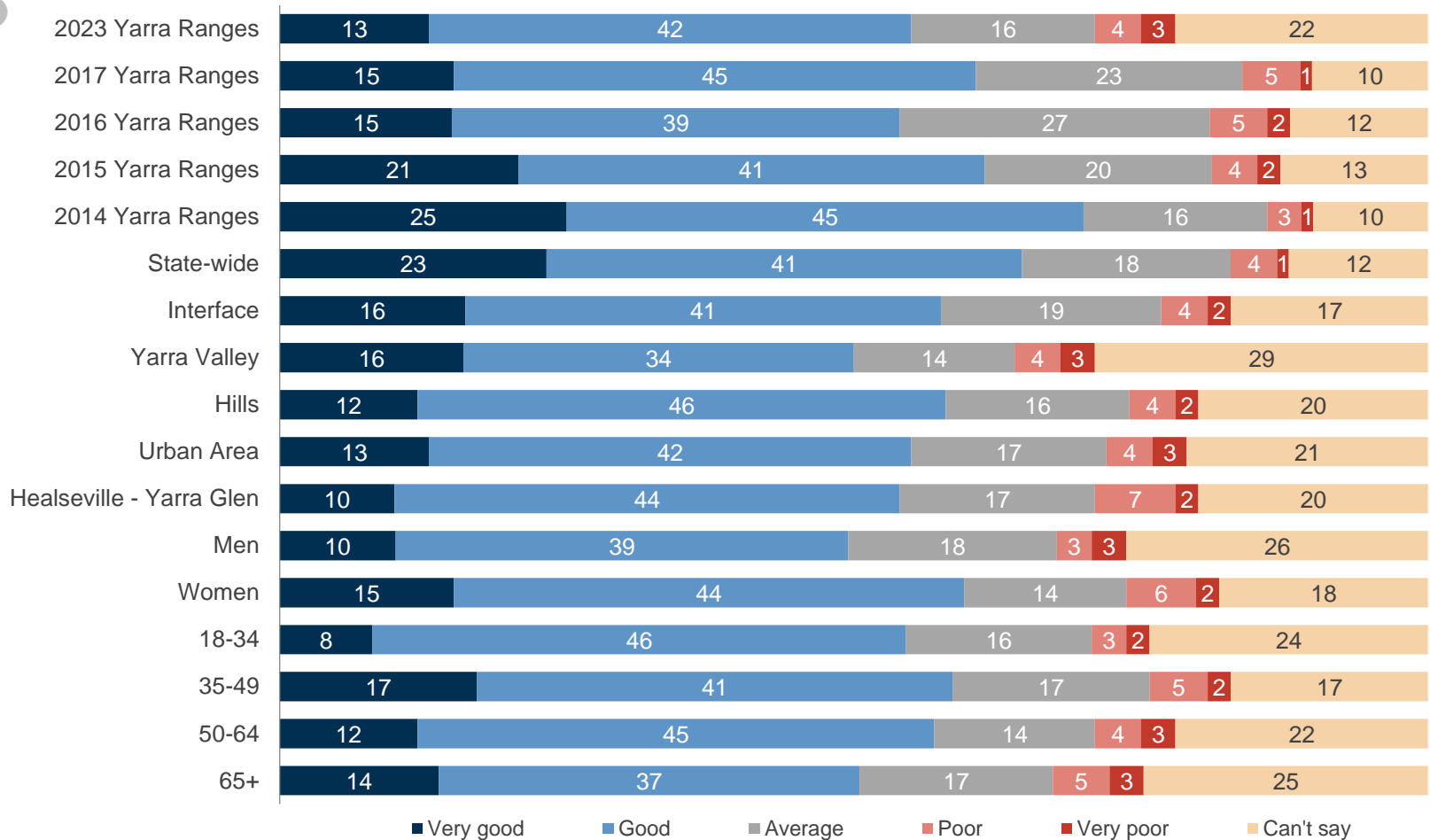
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)





Community and cultural activities performance



2023 community and cultural activities performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	65	65	68	69	69	69	69	69	70
35-49	n/a	n/a	n/a	n/a	n/a	62	63	63	63
Women	n/a	n/a	n/a	n/a	n/a	64	64	65	67
Hills	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	62	62	66	68	67	64	63	65	n/a
18-34	n/a	n/a	n/a	n/a	n/a	63	64	64	70
Urban Area	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	n/a	n/a	n/a	n/a	n/a	63	63	65	66
Yarra Valley	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	62	61	65	64
Men	n/a	n/a	n/a	n/a	n/a	62	62	64	64
65+	n/a	n/a	n/a	n/a	n/a	66	64	67	66
Healseville - Yarra Glen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 2

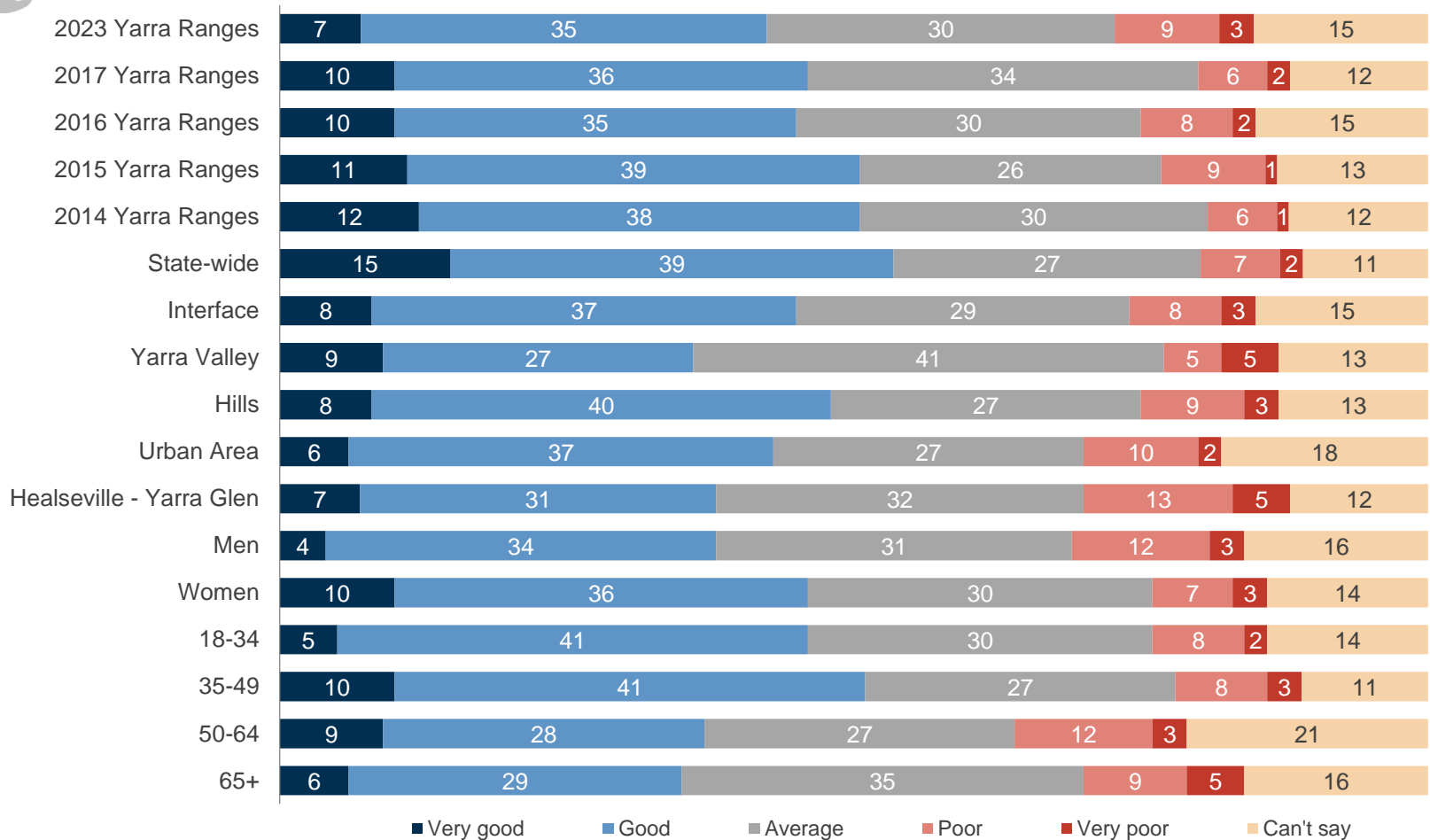
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2023 community and cultural activities performance (%)





Waste management performance



2023 waste management performance (index scores)

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		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	69	77	71	n/a	n/a	n/a	71	69	75	77
Interface	67	69	71	65	70	68	71	71	73	n/a
Urban Area	66	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	66	68	69	65	68	70	71	70	72	73
65+	66	72	75	n/a	n/a	n/a	75	71	73	75
Women	65	73	74	n/a	n/a	n/a	71	66	71	72
Yarra Ranges	65	71	73	n/a	n/a	n/a	72	68	72	72
Men	64	69	72	n/a	n/a	n/a	72	70	73	72
Healseville - Yarra Glen	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	64	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	62	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	67	74	n/a	n/a	n/a	70	68	67	68
50-64	59	64	71	n/a	n/a	n/a	69	64	72	70

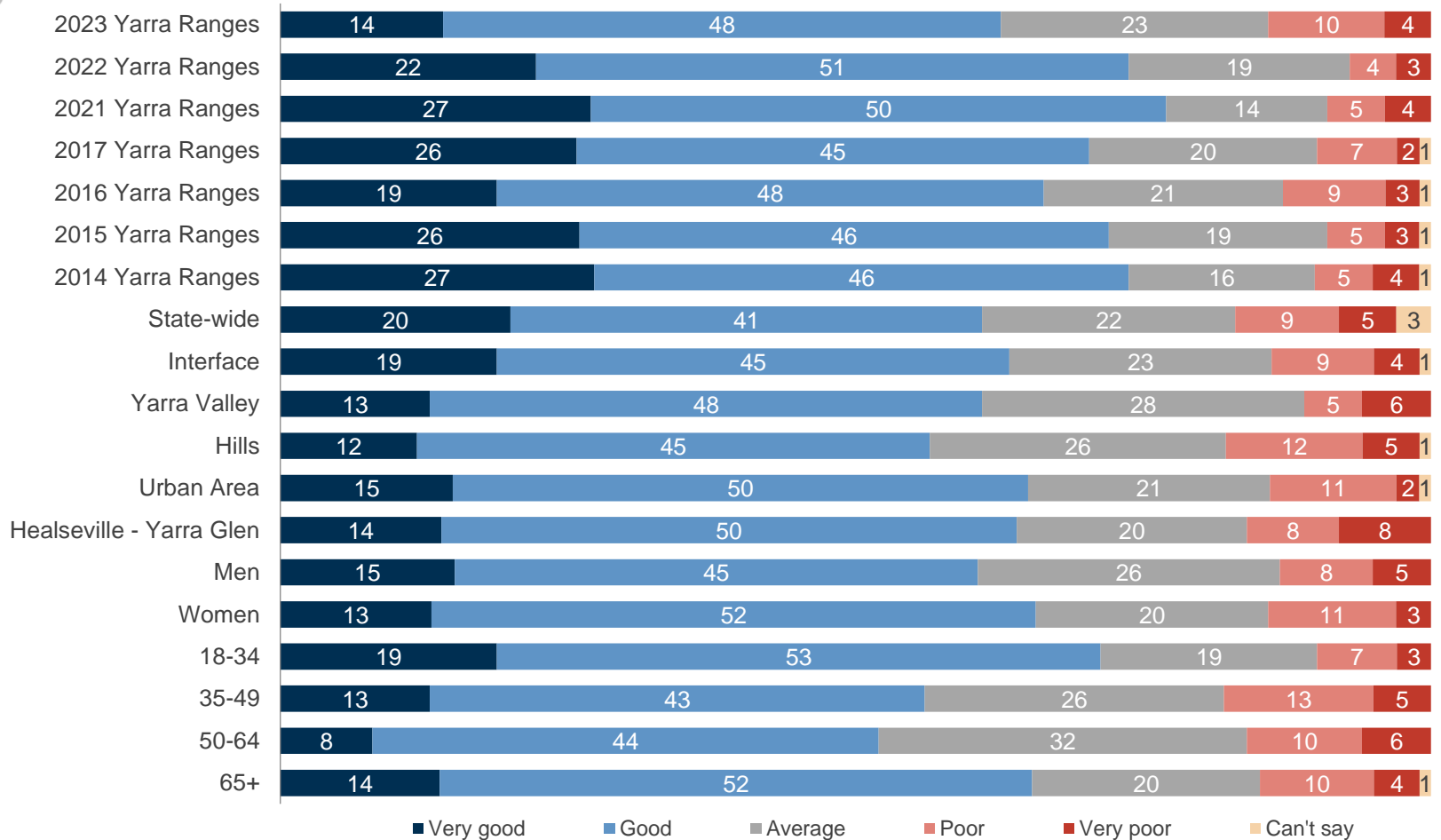
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)





Council's general town planning policy performance



2023 town planning performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	53▲	n/a	n/a	n/a	n/a	58	57	58	62
State-wide	50▲	54	55	54	55	54	53	52	54
Women	48	n/a	n/a	n/a	n/a	53	51	54	53
Urban Area	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	46	n/a	n/a	n/a	n/a	52	51	54	54
Healseville - Yarra Glen	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	45	53	53	52	53	55	51	52	55
65+	44	n/a	n/a	n/a	n/a	50	52	55	54
Yarra Valley	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	44	n/a	n/a	n/a	n/a	51	47	54	52
Men	44	n/a	n/a	n/a	n/a	50	50	55	55
50-64	42	n/a	n/a	n/a	n/a	47	46	50	48

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: 2

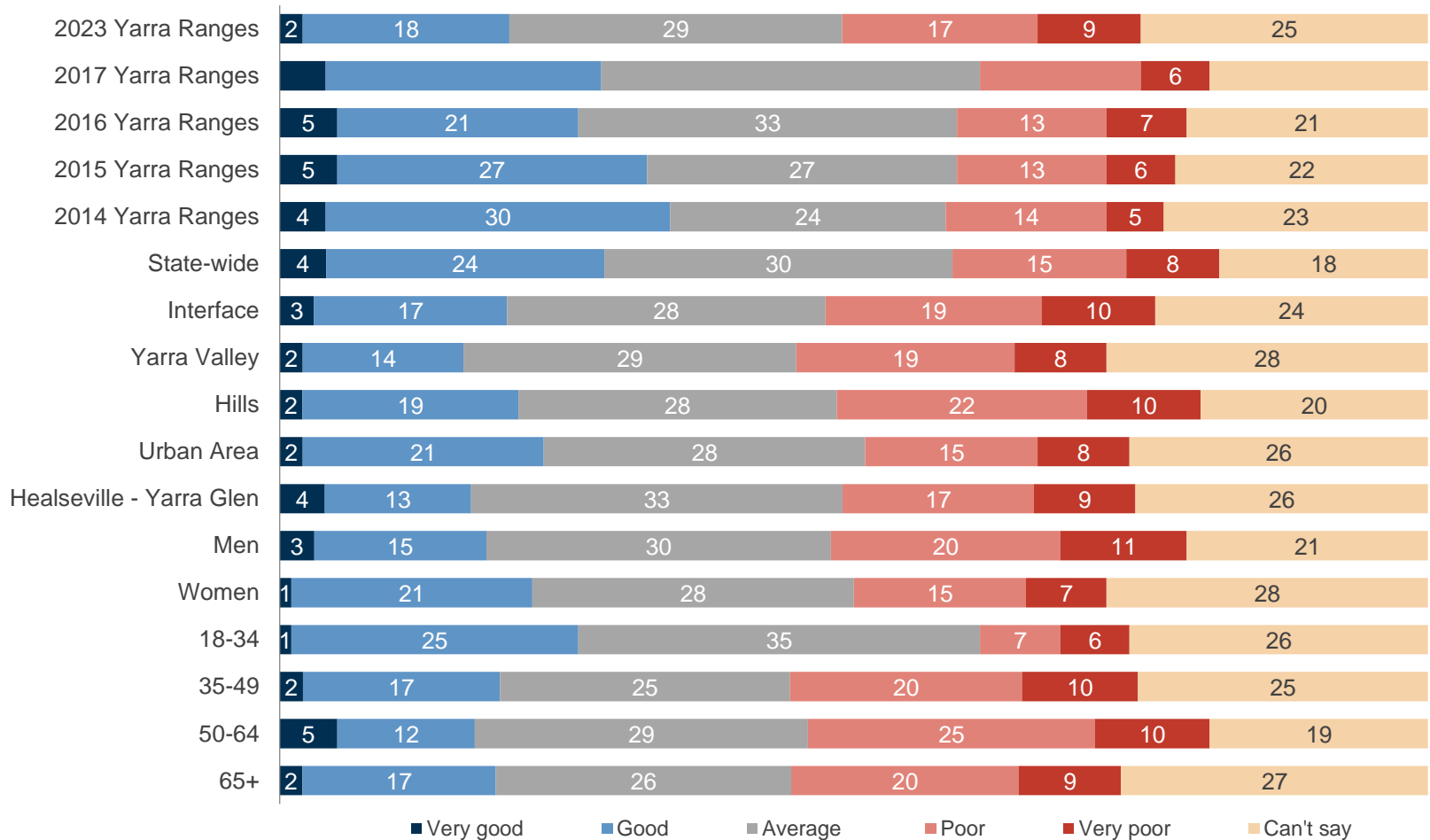
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2023 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 2
 *Caution: small sample size < n=30



Planning and building permits performance



2023 planning and building permits performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	47▲	51	51	52	52	51	50	54	53
Urban Area	43▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	43	n/a	n/a	n/a	n/a	50	51	55	60
Women	41	n/a	n/a	n/a	n/a	46	45	49	49
Interface	38	50	52	51	55	54	46	46	49
Yarra Ranges	38	n/a	n/a	n/a	n/a	46	46	49	49
35-49	37	n/a	n/a	n/a	n/a	43	44	47	45
65+	36	n/a	n/a	n/a	n/a	46	46	47	43
50-64	35	n/a	n/a	n/a	n/a	44	40	45	44
Healseville - Yarra Glen	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	35	n/a	n/a	n/a	n/a	46	46	49	49
Hills	34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	32	n/a	n/a	n/a	n/a	n/a	n/a	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: 32 Councils asked group: 2

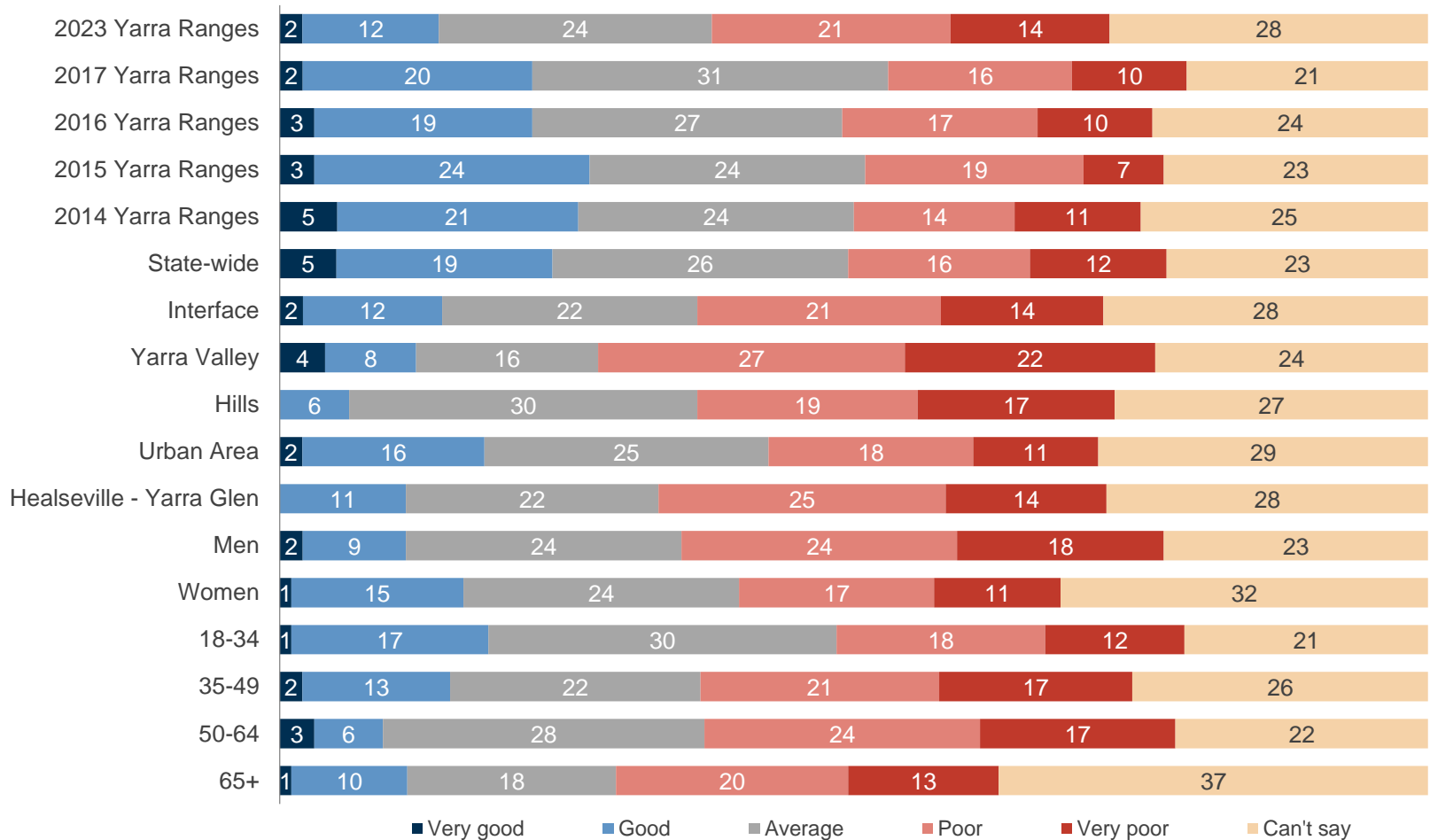
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)





Environmental sustainability performance



2023 environmental sustainability performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
Urban Area	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	n/a	n/a	n/a	n/a	60	60	62	62
State-wide	60	61	62	60	62	63	64	63	64
50-64	60	n/a	n/a	n/a	n/a	58	54	59	62
18-34	59	n/a	n/a	n/a	n/a	67	62	68	70
Men	59	n/a	n/a	n/a	n/a	63	60	63	64
Yarra Ranges	58	n/a	n/a	n/a	n/a	62	60	63	64
Interface	58	60	62	56	60	64	62	60	63
Women	58	n/a	n/a	n/a	n/a	62	60	63	64
Hills	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	n/a	n/a	n/a	n/a	63	63	62	62
Healseville - Yarra Glen	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

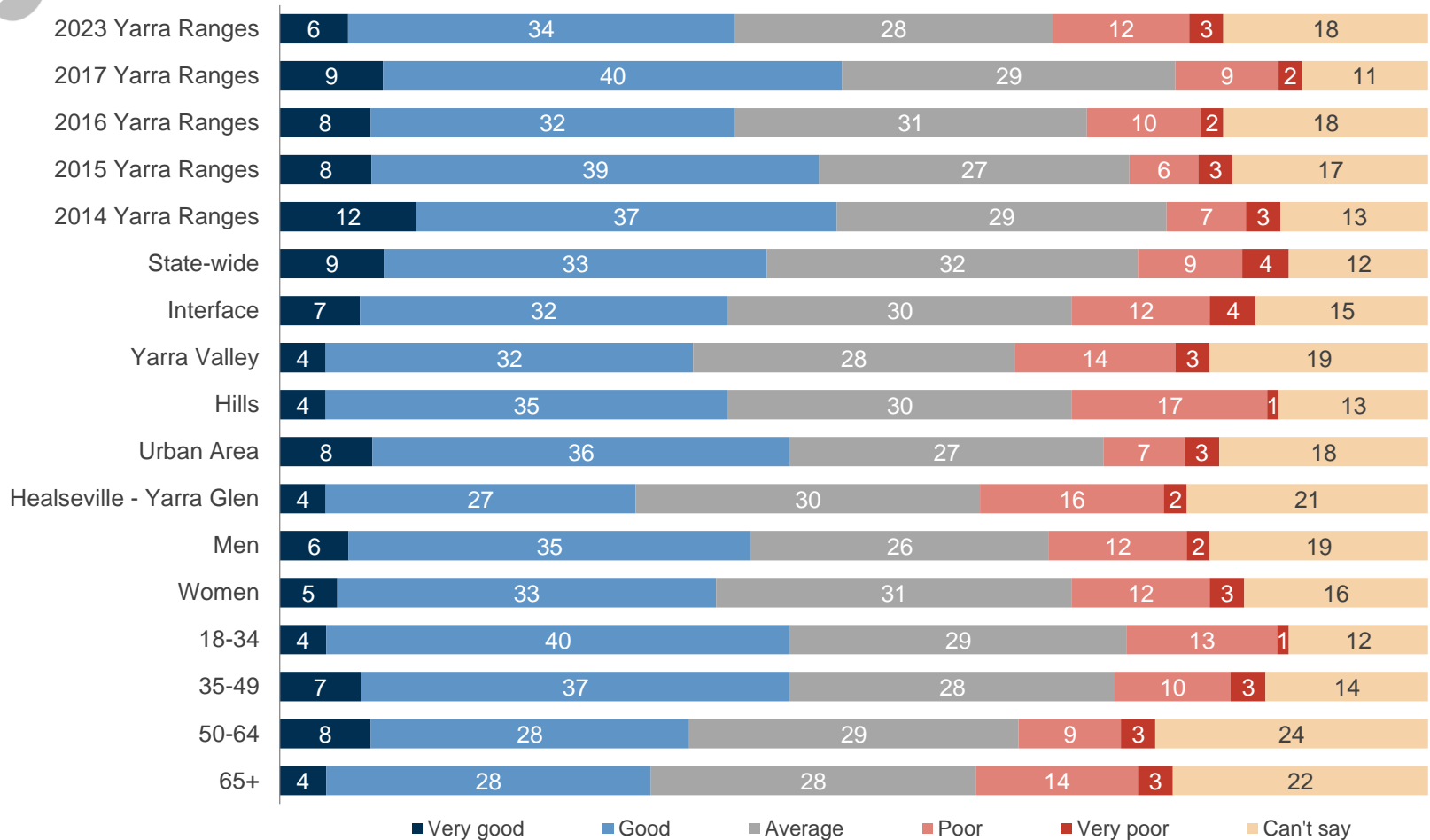
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)





Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	66	71	68	72	71	70	69	70	71
Urban Area	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	64	69	66	73	70	69	69	70	n/a
18-34	n/a	n/a	n/a	n/a	n/a	73	75	71	75
Women	n/a	n/a	n/a	n/a	n/a	71	71	71	73
35-49	n/a	n/a	n/a	n/a	n/a	67	66	68	71
Yarra Valley	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	n/a	n/a	n/a	n/a	n/a	70	69	70	70
65+	n/a	n/a	n/a	n/a	n/a	71	72	71	68
Men	n/a	n/a	n/a	n/a	n/a	70	68	69	68
Healseville - Yarra Glen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	69	65	69	66

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: 3

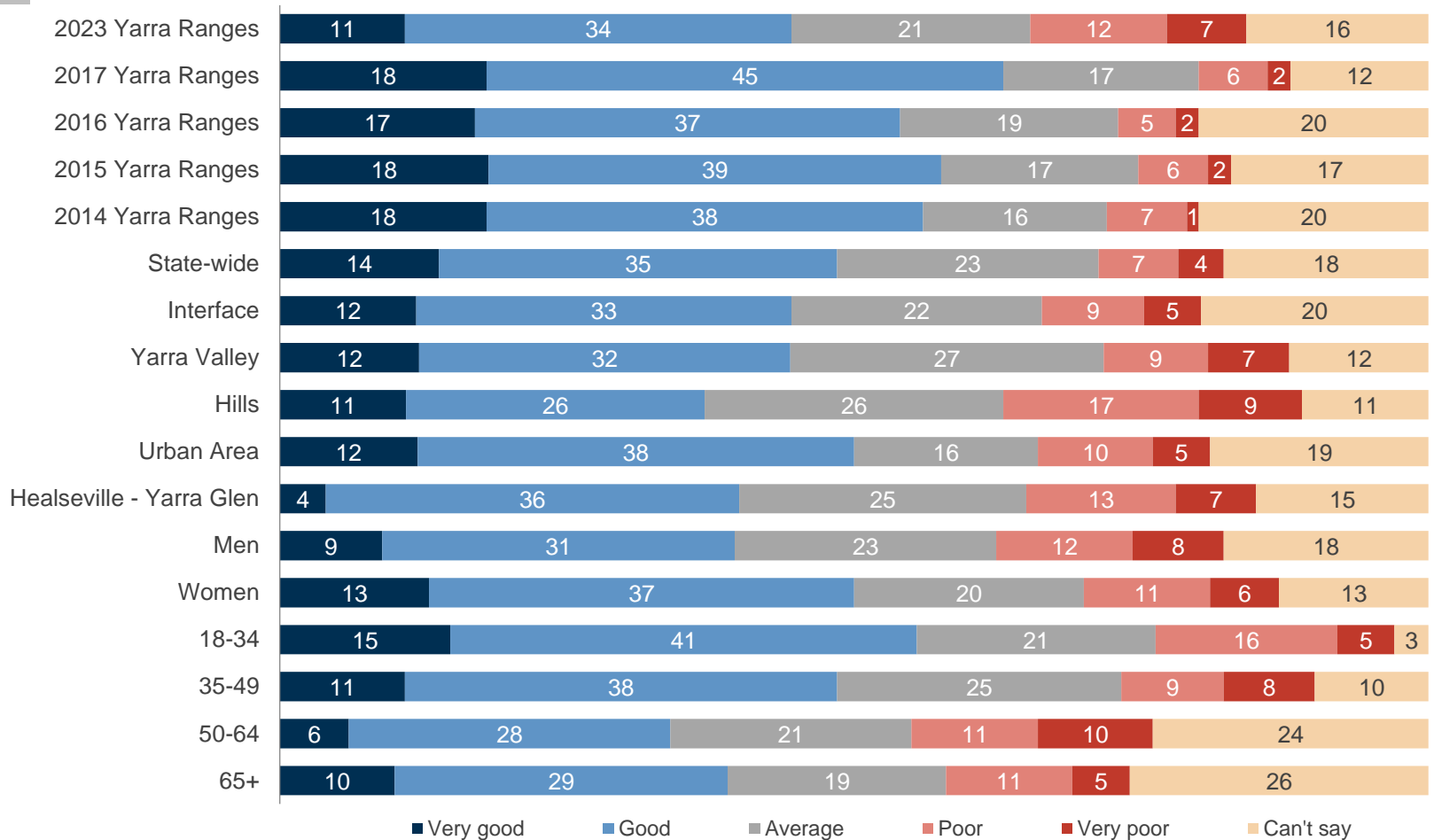
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2023 emergency and disaster management performance (%)





Planning for population growth in the area performance



2023 population growth performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	52	53	51	52	52	52	51	54	54
Women	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healseville - Yarra Glen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	47	47	46	48	49	50	55	57	n/a
Hills	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	n/a	n/a	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: 20 Councils asked group: 2

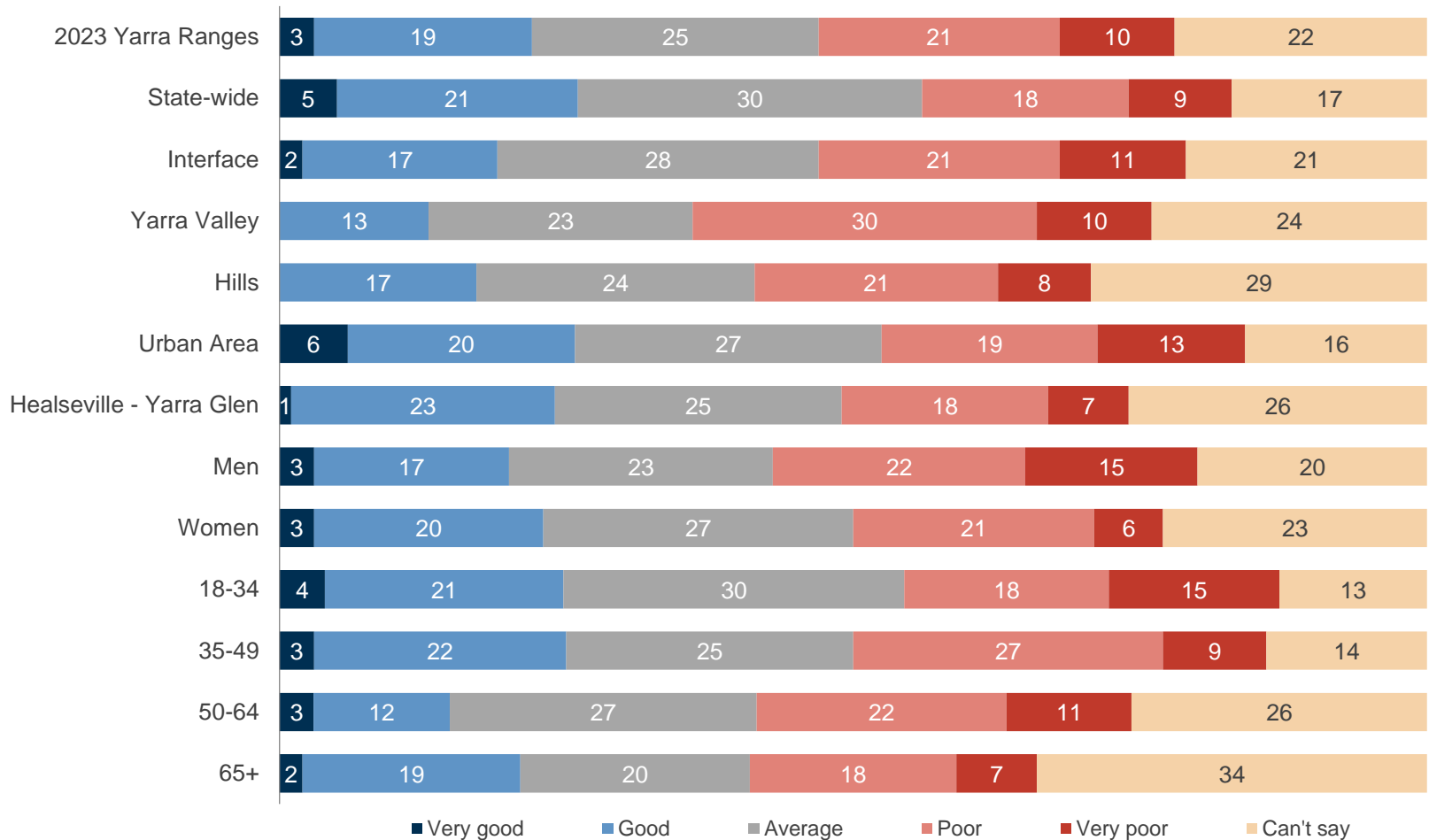
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2023 population growth performance (%)





Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Urban Area	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	51	n/a	n/a	n/a	n/a	58	63	58	69
50-64	51	n/a	n/a	n/a	n/a	51	48	53	48
Women	48	n/a	n/a	n/a	n/a	54	57	51	55
Yarra Ranges	47	n/a	n/a	n/a	n/a	54	56	52	55
Men	46	n/a	n/a	n/a	n/a	54	55	53	54
State-wide	46	49	51	49	56	55	53	56	55
35-49	46	n/a	n/a	n/a	n/a	51	54	46	51
Interface	45	51	57	54	61	60	54	56	52
Hills	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healseville - Yarra Glen	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	42	n/a	n/a	n/a	n/a	55	58	53	48
Yarra Valley	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Roadside slashing and weed control' 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.

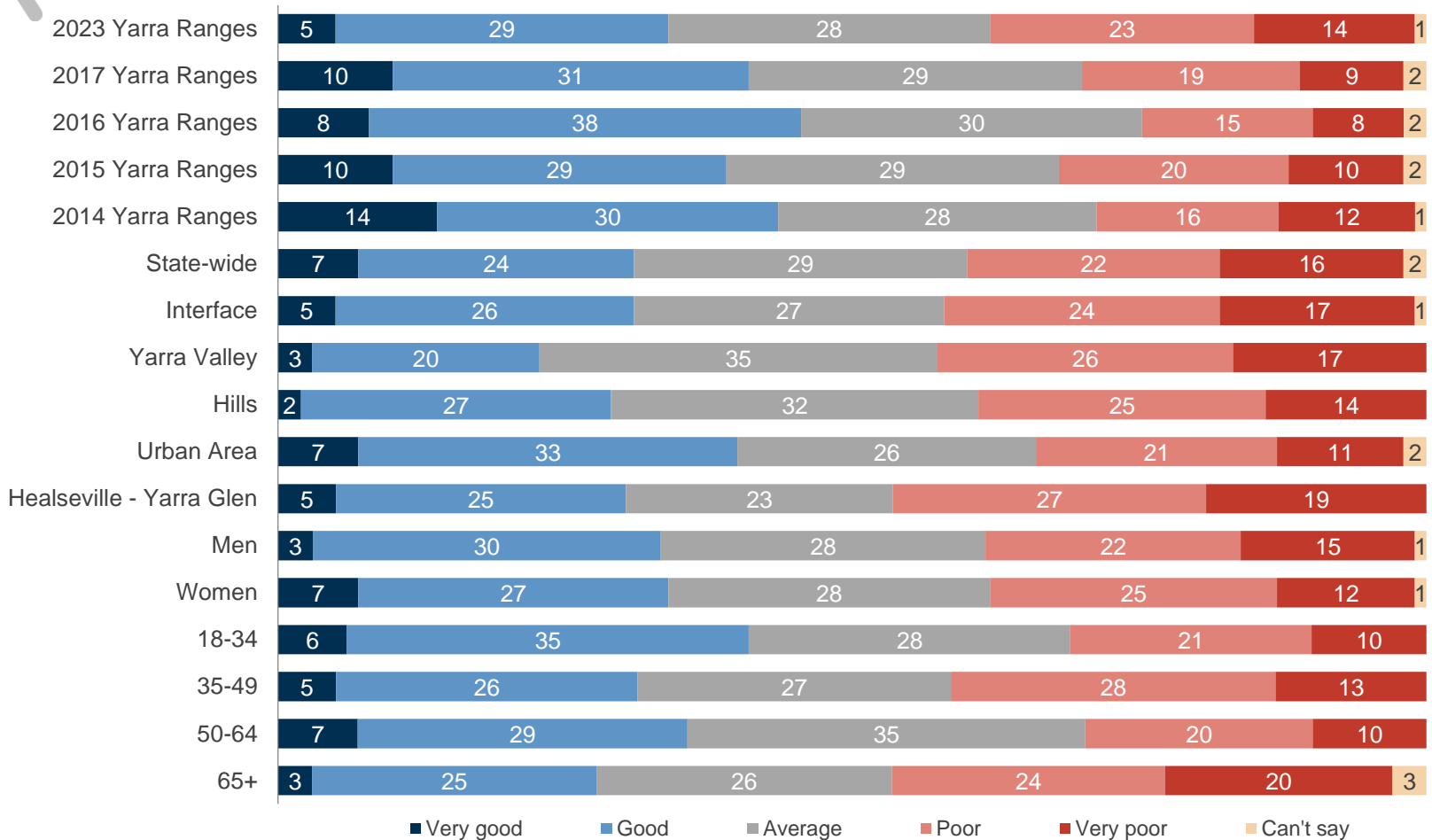


Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (%)

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Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
Urban Area	41▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	38	n/a	n/a	n/a	n/a	51	52	50	48
State-wide	37	41	45	44	44	43	44	43	45
Men	37	n/a	n/a	n/a	n/a	51	49	49	49
Healseville - Yarra Glen	37	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	37	n/a	n/a	n/a	n/a	53	47	51	53
Interface	36	44	47	43	50	48	45	44	47
Yarra Ranges	35	n/a	n/a	n/a	n/a	50	48	49	49
50-64	34	n/a	n/a	n/a	n/a	45	44	49	45
Women	33	n/a	n/a	n/a	n/a	49	47	49	48
35-49	32	n/a	n/a	n/a	n/a	50	48	45	48
Yarra Valley	28	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	28▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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: 2

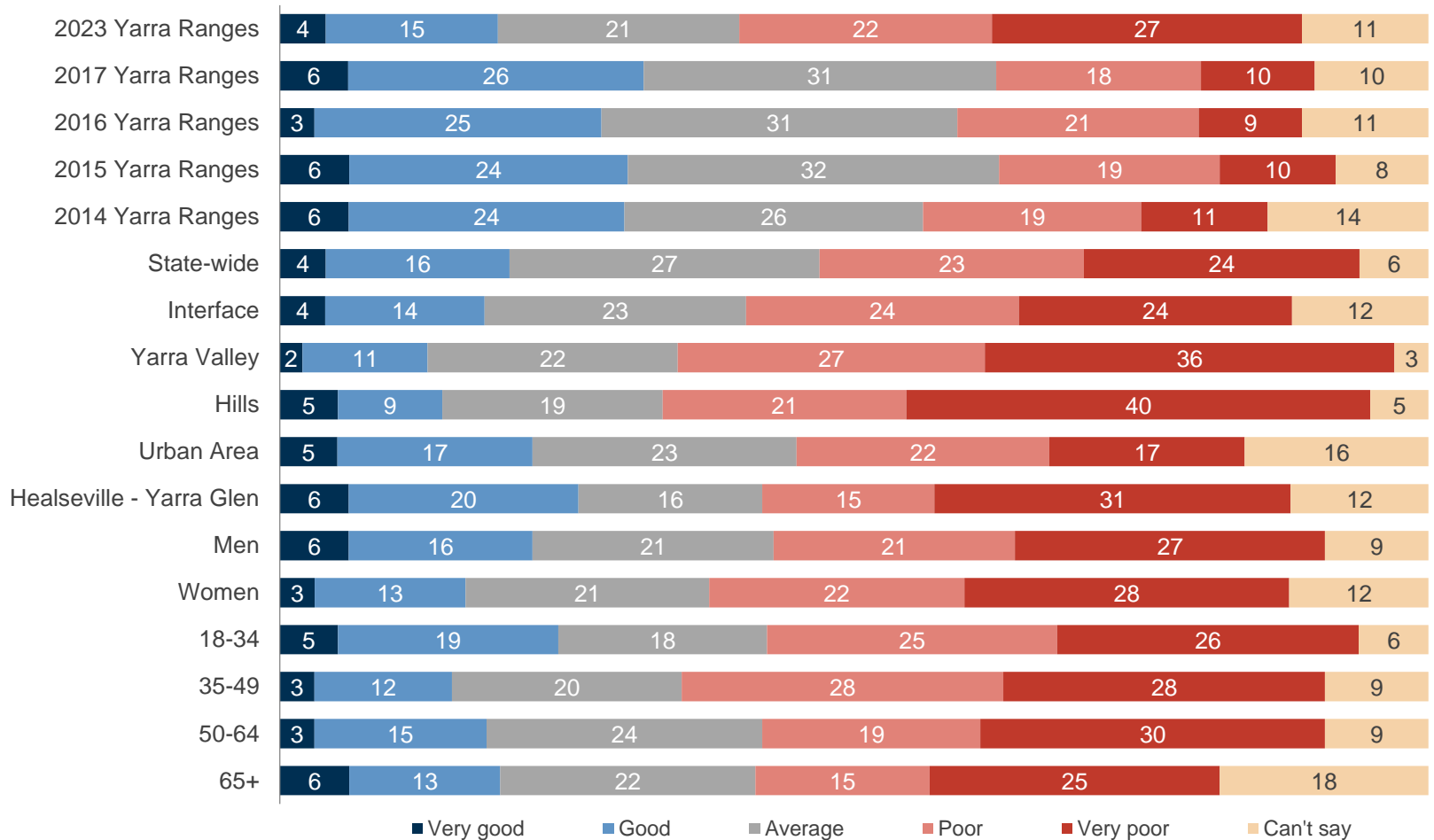
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (%)





Business and community development performance



2023 business/community development performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	n/a	n/a	n/a	n/a	n/a	58	59	n/a	n/a
Women	n/a	n/a	n/a	n/a	n/a	59	57	n/a	n/a
Urban Area	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	57	51	n/a	n/a
State-wide	58	60	59	61	60	60	60	60	62
Yarra Ranges	n/a	n/a	n/a	n/a	n/a	58	56	n/a	n/a
Interface	58	61	60	64	63	59	58	63	n/a
35-49	n/a	n/a	n/a	n/a	n/a	59	58	n/a	n/a
Hills	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	60	58	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	58	56	n/a	n/a
Healseville - Yarra Glen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2

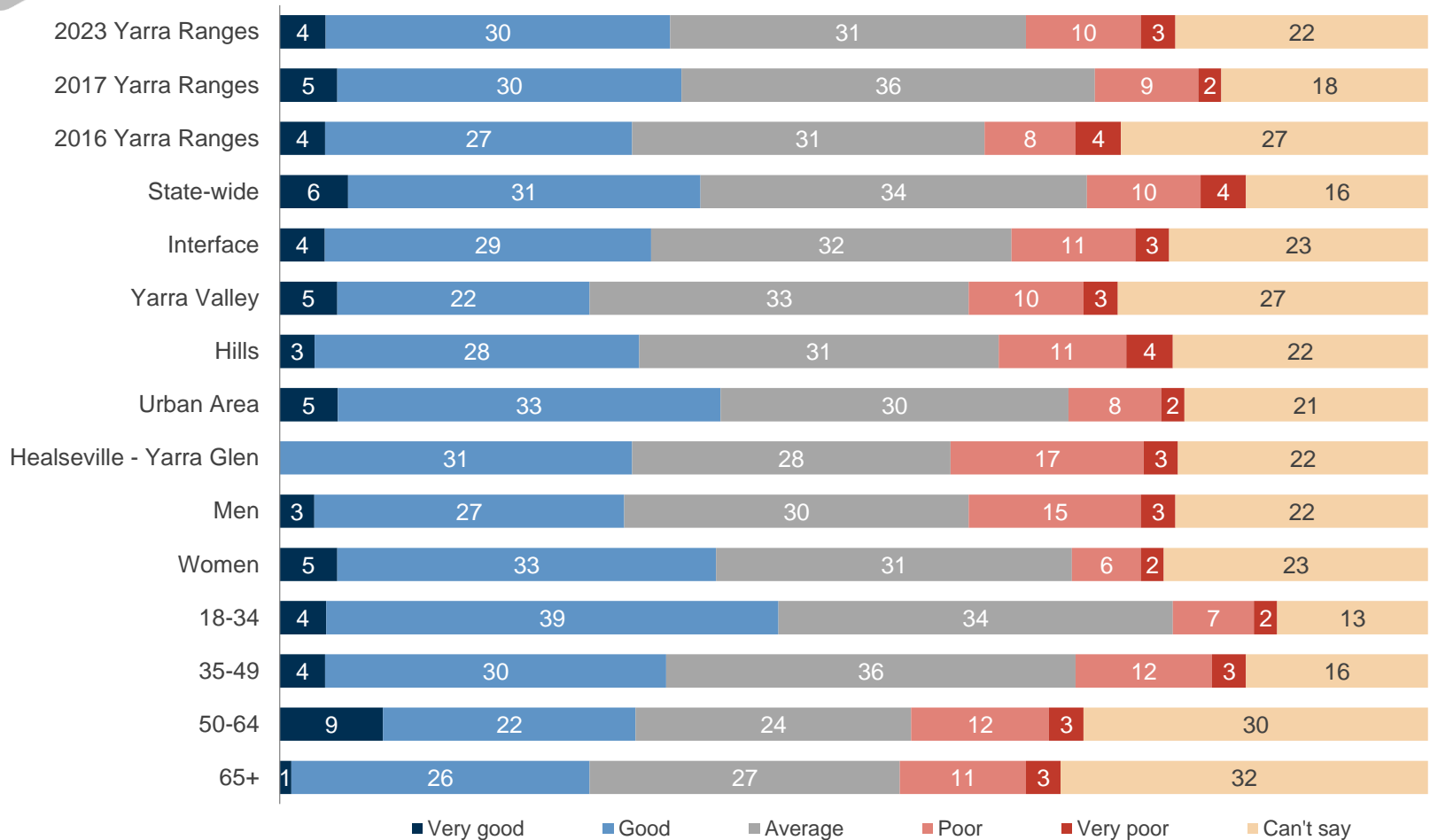
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2023 business/community development performance (%)





Tourism development performance



2023 tourism development performance (index scores)

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	2022	2021	2020	2019	2018	2017	2016	2015	2014
Yarra Valley	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	60	58	n/a	n/a
Women	n/a	n/a	n/a	n/a	n/a	60	60	n/a	n/a
State-wide	60	62	62	63	63	63	63	63	64
Interface	56	59	59	58	61	56	56	53	n/a
Healseville - Yarra Glen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	n/a	58	59	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a	60	58	n/a	n/a
Yarra Ranges	n/a	n/a	n/a	n/a	n/a	60	59	n/a	n/a
Hills	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	60	58	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	63	61	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: 2
 Note: Please see Appendix A for explanation of significant differences.

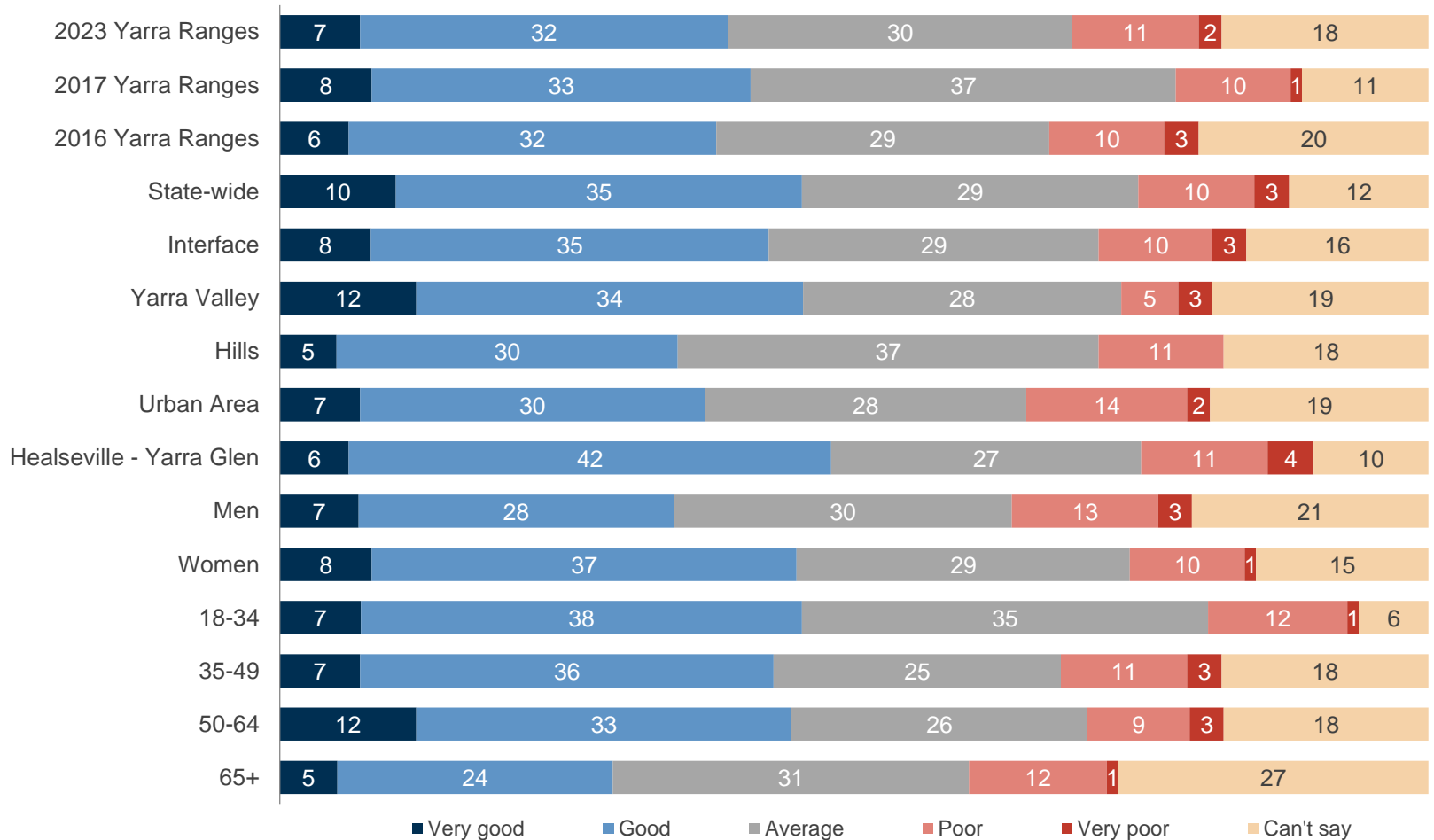


Tourism development performance



2023 tourism development performance (%)

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Q2. How has Council performed on 'Tourism development' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 13 Councils asked group: 2



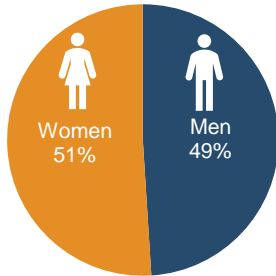
Detailed demographics



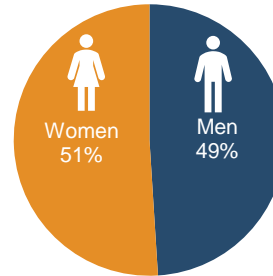
Gender and age profile

2023 gender

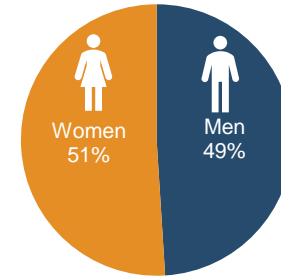
Yarra Ranges



Interface

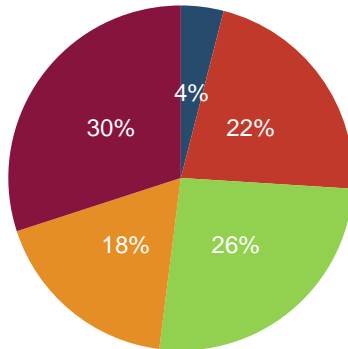


State-wide

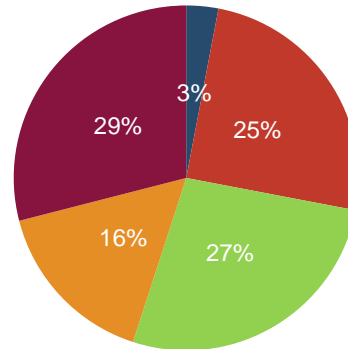


2023 age

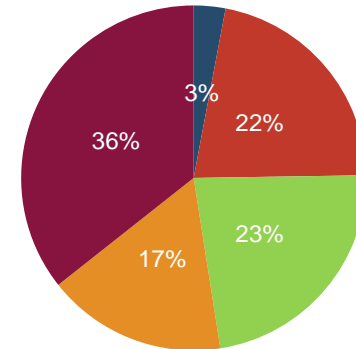
Yarra Ranges



Interface



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

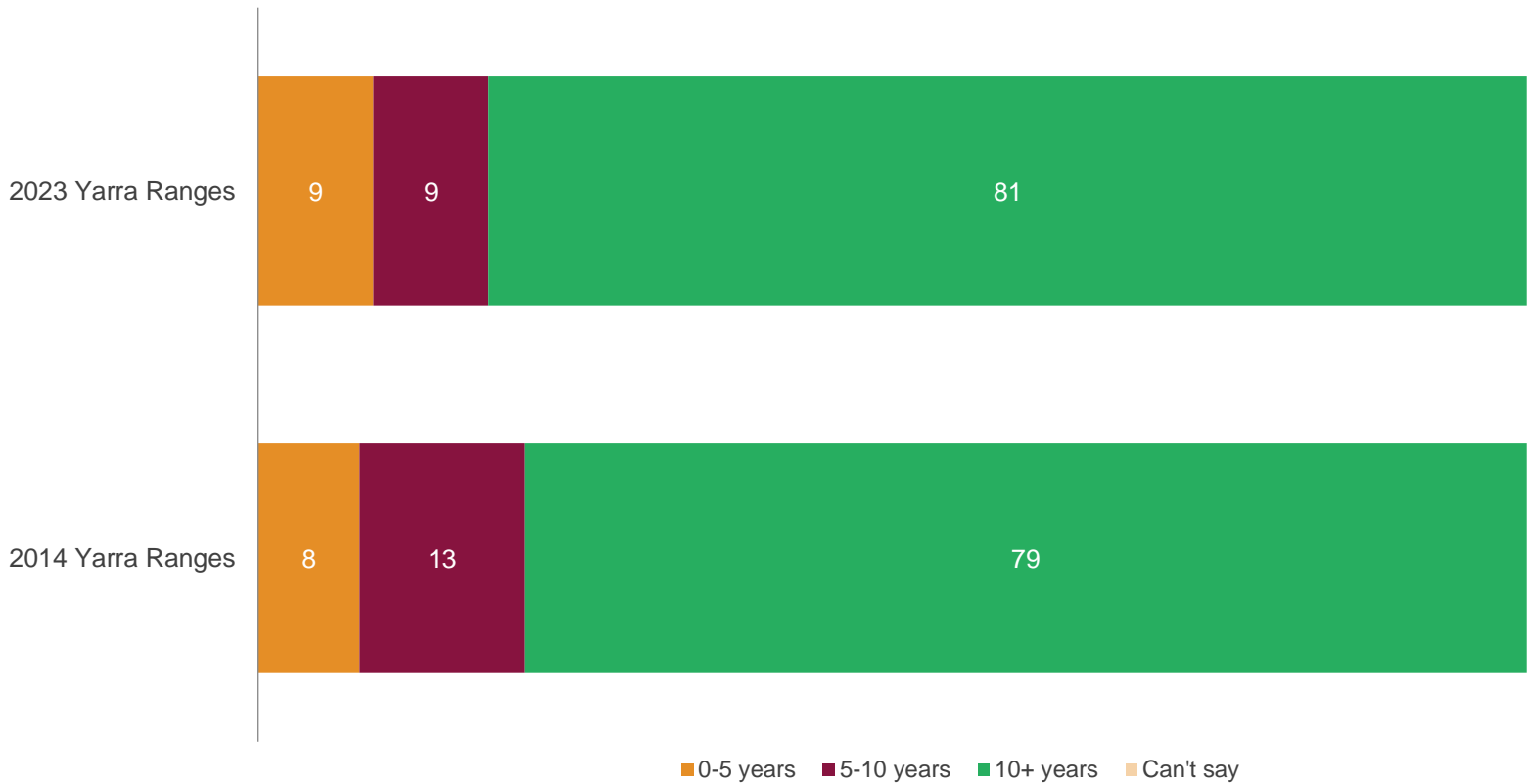
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 4
 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.



Years lived in area

2023 years lived in area (%)



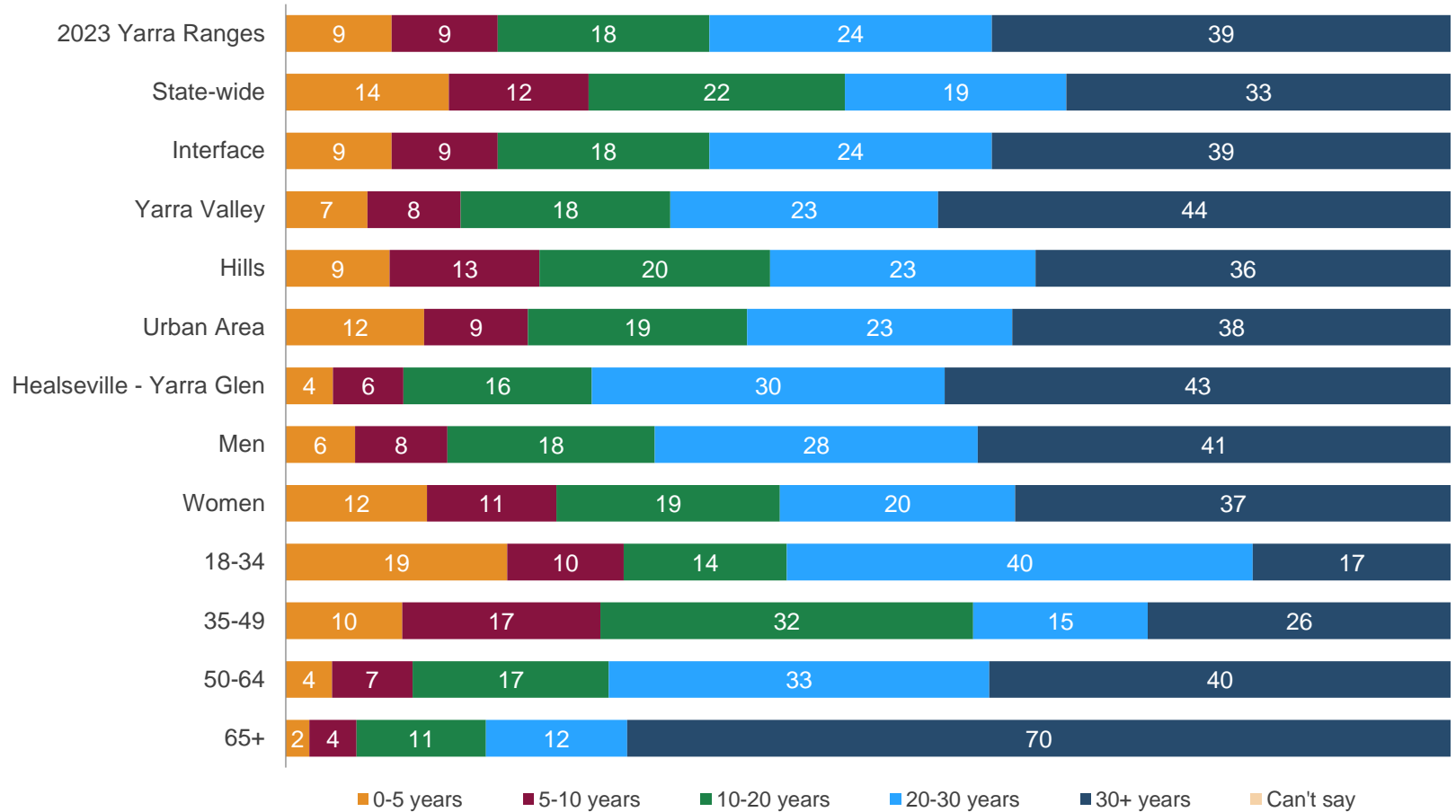
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Years lived in area

2023 years lived in area (%)

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S5. How long have you lived in this area?/How long have you owned a property in this area?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 1

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last five years of data only.

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 Yarra Ranges Shire Council was n=500. 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=500 interviews is +/-4.4% 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 45.6% - 54.4%.

Maximum margins of error are listed in the table below, based on a population of 122,000 people aged 18 years or over for Yarra Ranges Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Yarra Ranges Shire Council	500	400	+/-4.4
Men	221	196	+/-6.6
Women	279	204	+/-5.9
Yarra Valley	85	68	+/-10.7
Hills	114	89	+/-9.2
Urban Area	235	188	+/-6.4
Healseville - Yarra Glen	66	55	+/-12.2
18-34 years	91	106	+/-10.3
35-49 years	229	103	+/-6.5
50-64 years	67	72	+/-12.1
65+ years	113	120	+/-9.3

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:

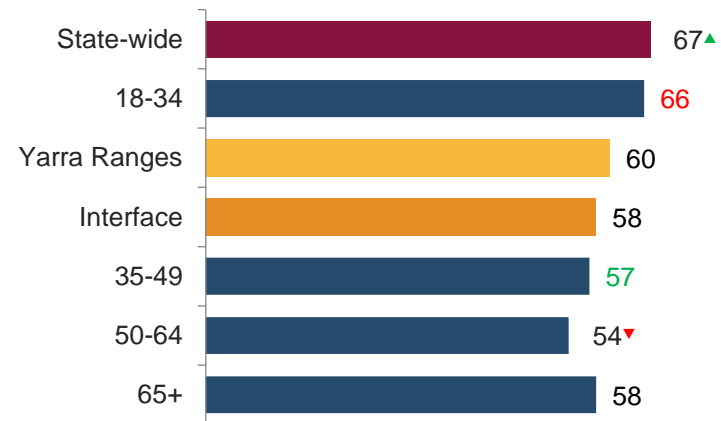
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

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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=500 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=501 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=501 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=500 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=500 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 Yarra Ranges 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 Yarra Ranges Shire Council.

Survey sample matched to the demographic profile of Yarra Ranges 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 Yarra Ranges Shire Council, particularly younger people.

A total of n=500 completed interviews were achieved in Yarra Ranges 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.

Wherever appropriate, results for Yarra Ranges Shire Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Interface 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.

Council Groups

Yarra Ranges Shire Council is classified as a Interface council according to the following classification list:

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

Councils participating in the Interface group are:

- Casey, Mornington Peninsula, Whittlesea and Yarra Ranges.



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 Yarra Ranges Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.

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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:

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- 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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