



2024 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-fifth 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 25 years

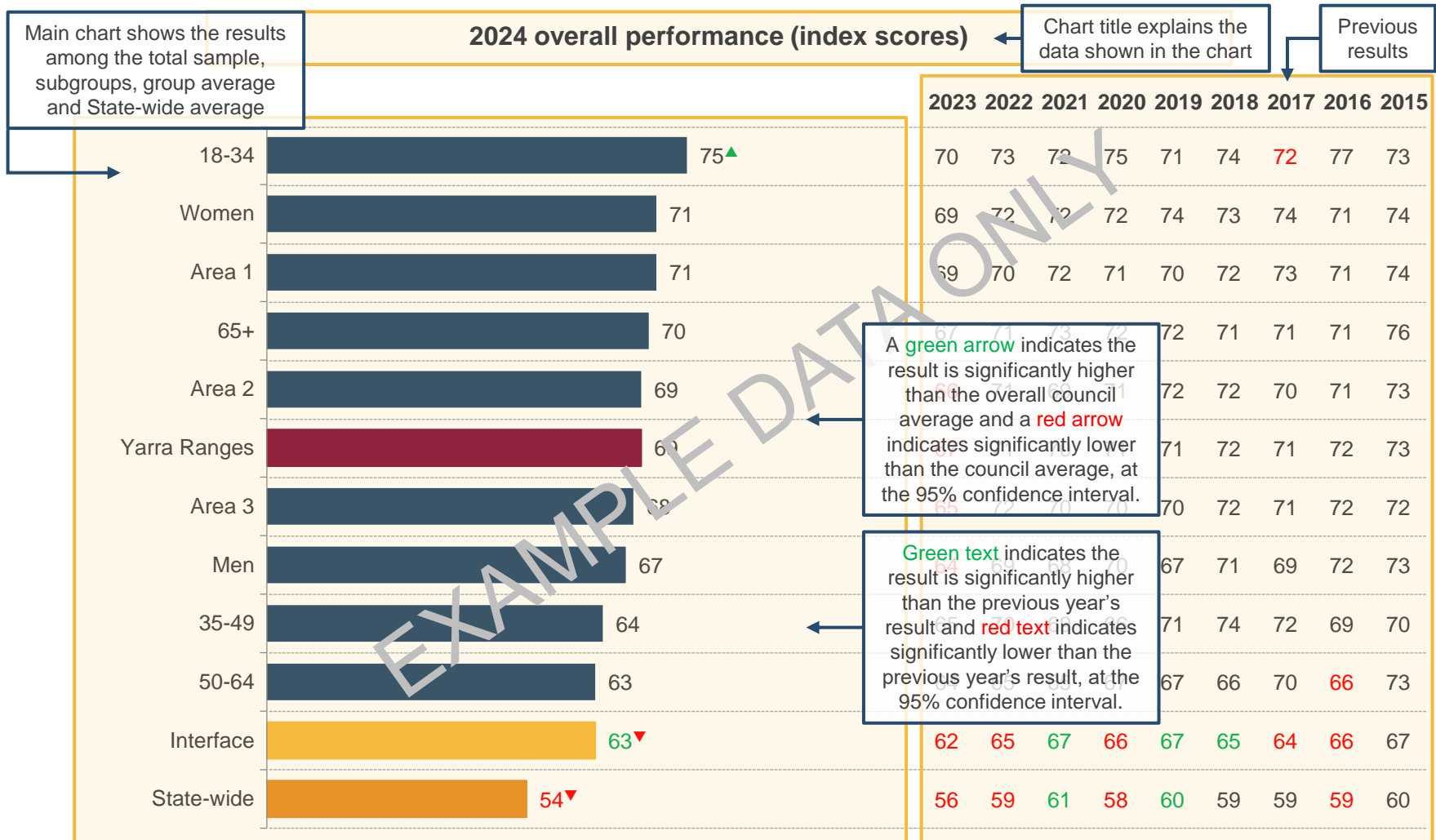
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide 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.



How to read index score charts in this report



Question asked and base size(s)

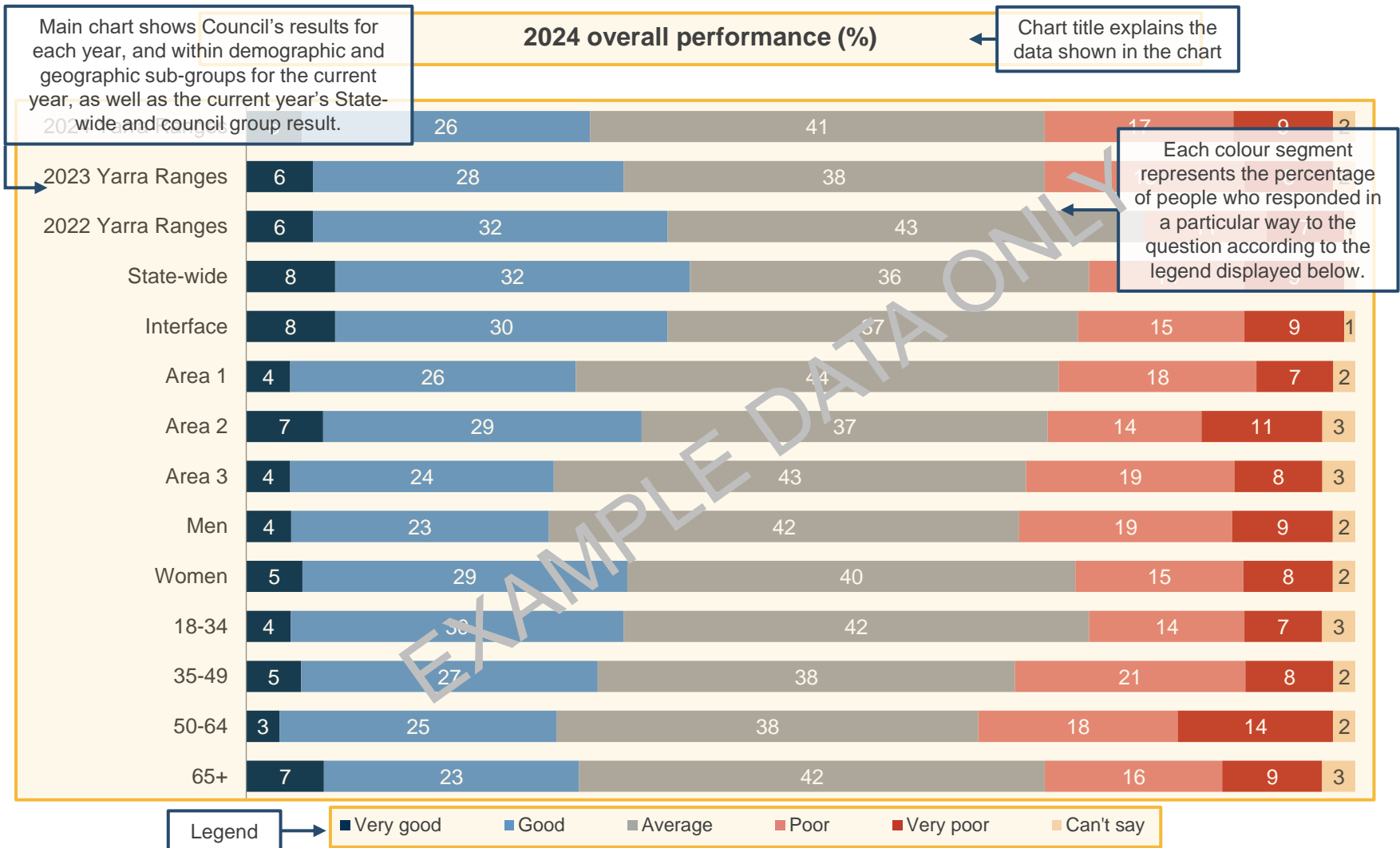
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Yarra Ranges Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9

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



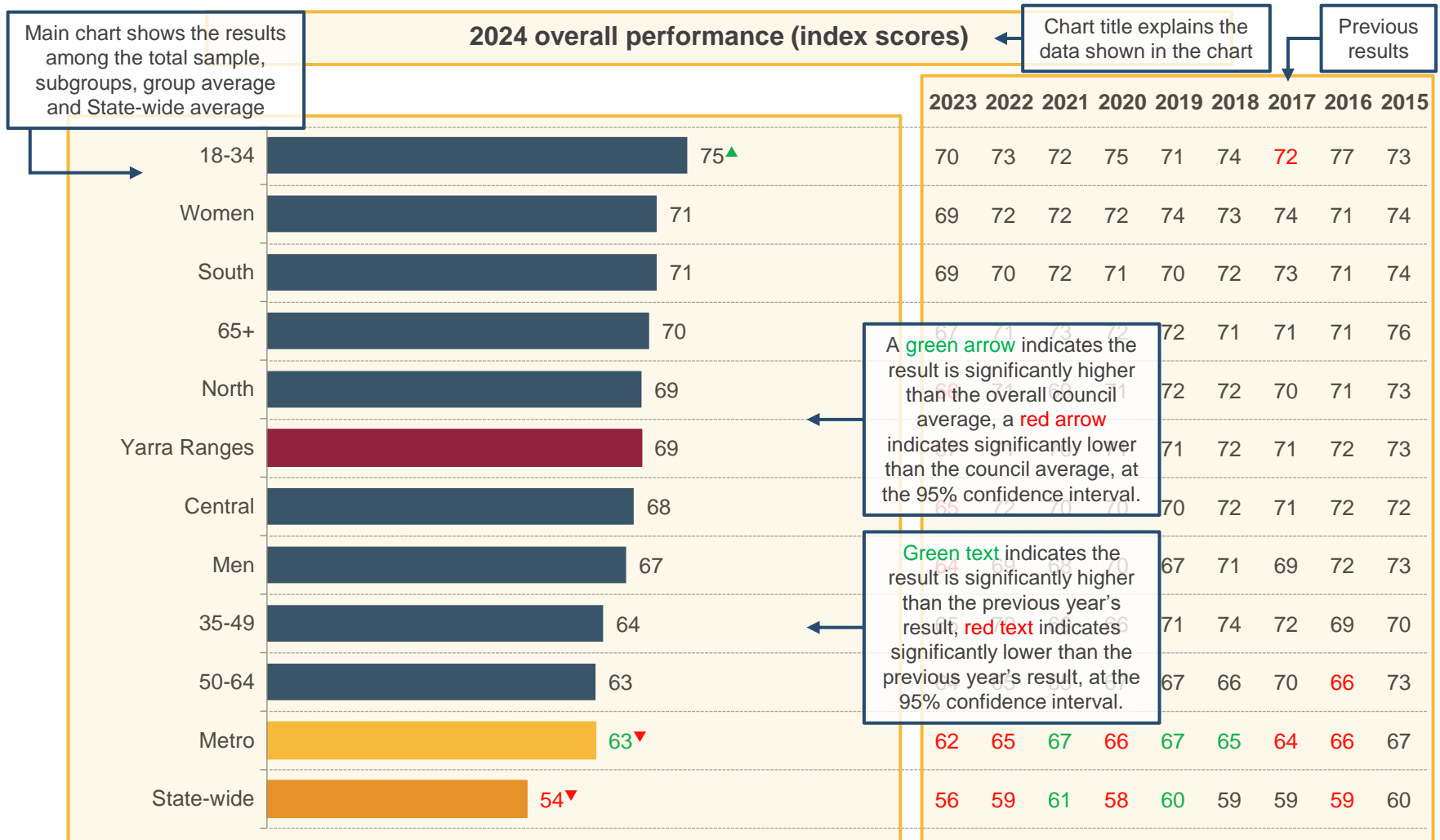
How to read stacked bar charts in this report



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How to read index score charts in this report



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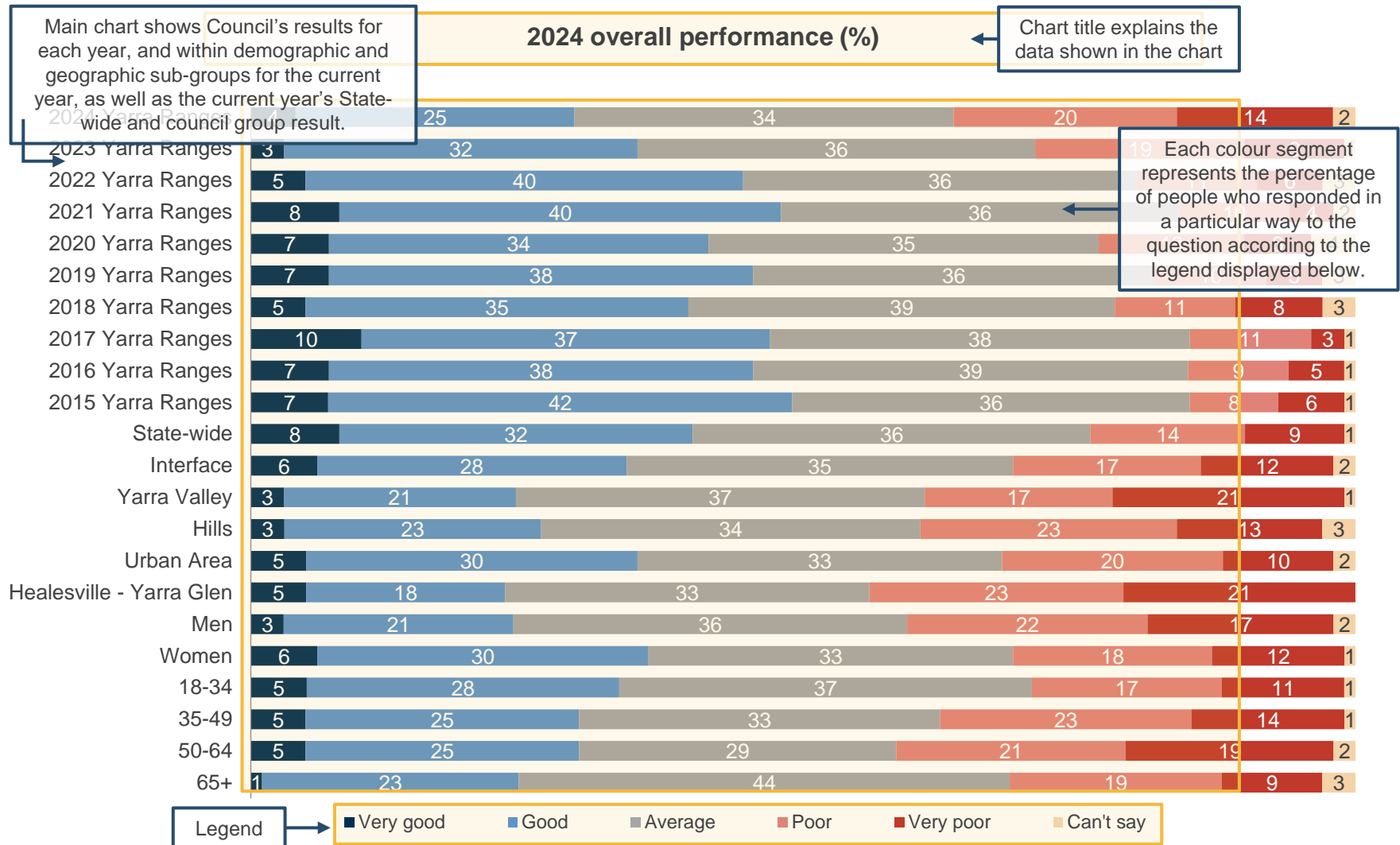
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A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, resembling a map or a data visualization, overlaid on its structure.

Key findings and recommendations



Yarra Ranges Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Yarra Ranges

46



Interface 50



State-wide 54

Council performance compared to group average

Top 3 performing areas



Art centres & libraries

≡ on par



Recreational facilities

≡ on par



Appearance of public areas

▲ higher

Bottom 3 performing areas



Unsealed roads

≡ on par



Planning & building permits

▼ lower



Sealed local roads

▼ lower



Customer service

≡ on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

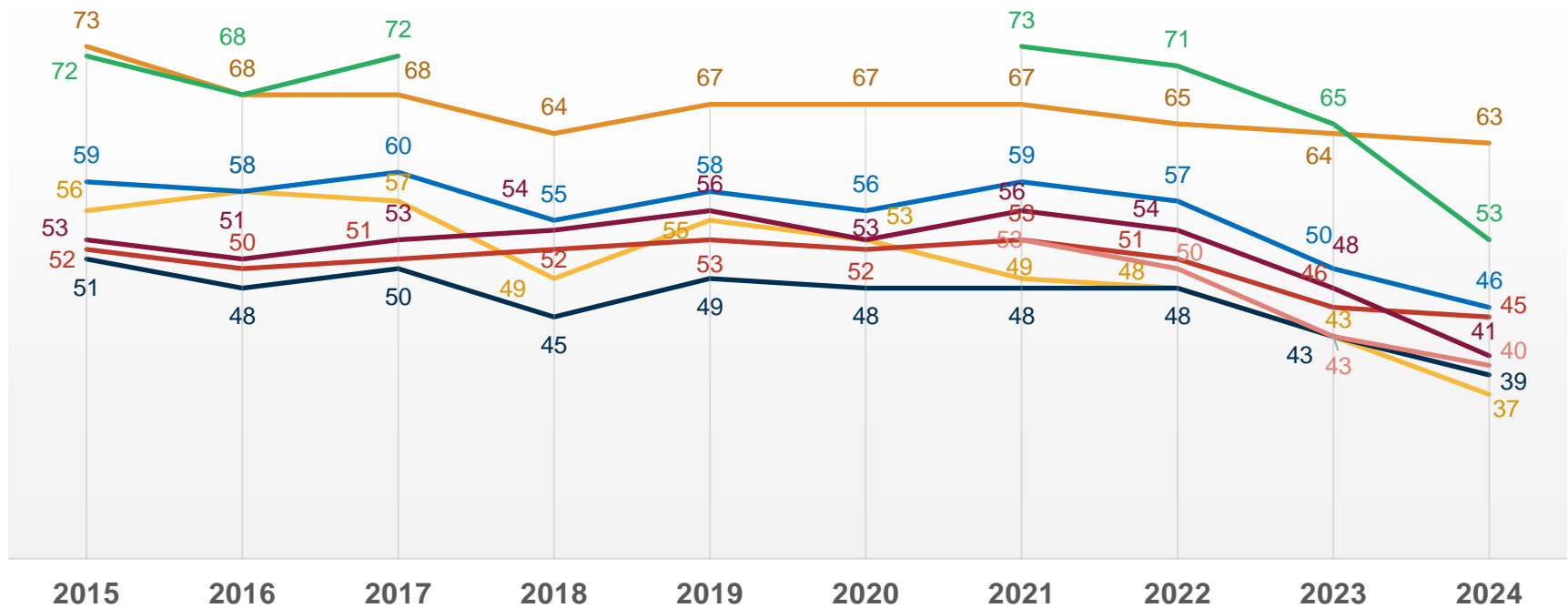

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

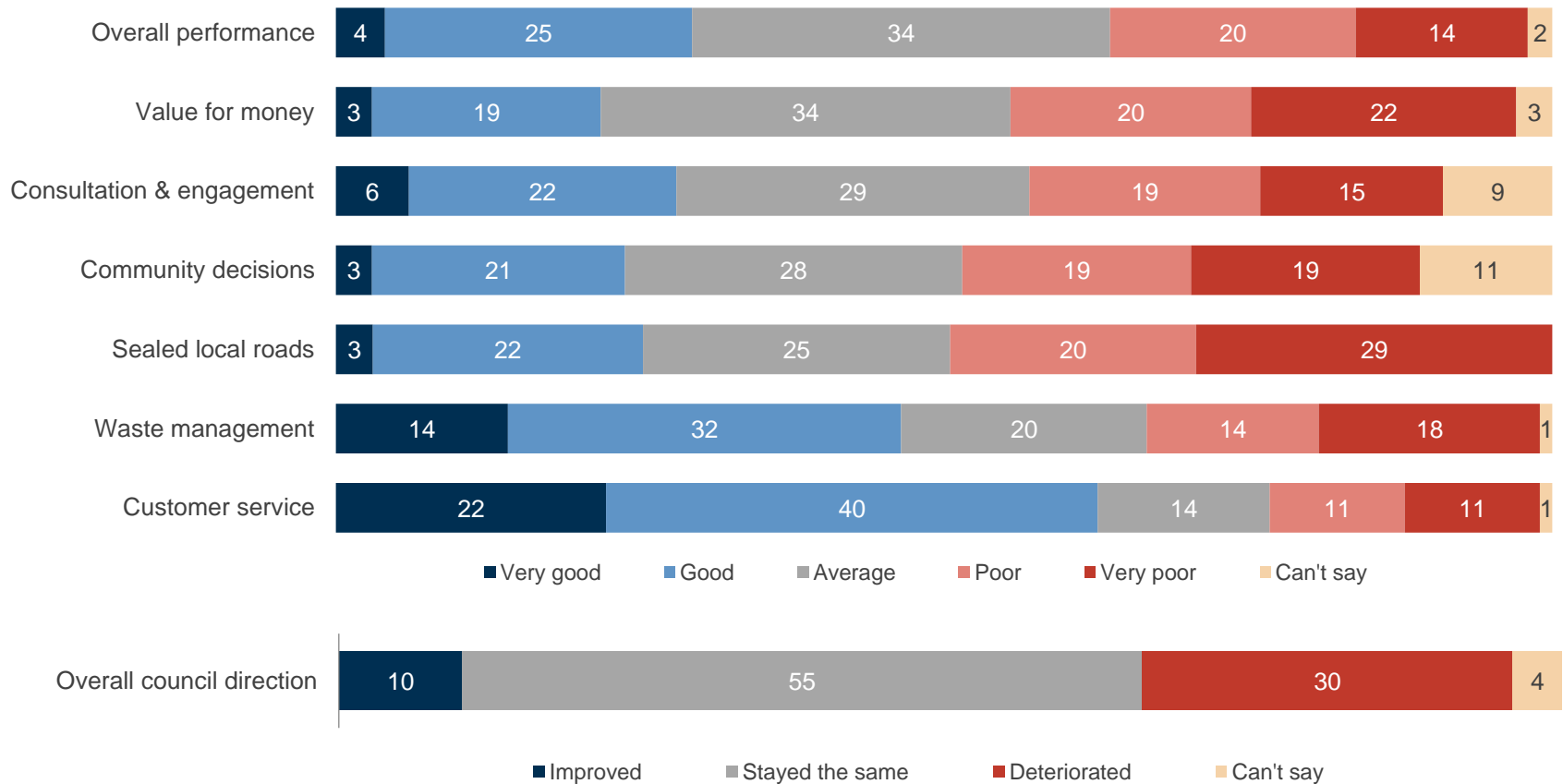

Overall
Council
Direction















Summary of core measures

Core measures summary results (%)






Summary of Yarra Ranges Shire Council performance

Services		Yarra Ranges 2024	Yarra Ranges 2023	Interface 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	46	50	50	54	Urban Area residents, Women, 18-34 years	Healesville-Yarra Glen residents
	Value for money	40	43	47	48	Women	Healesville-Yarra Glen residents
	Overall council direction	39	43	44	45	65+ years	Healesville-Yarra Glen residents
	Customer service	63	64	66	67	65+ years	Men
	Art centres & libraries	69	69	67	73	Yarra Valley residents	Healesville-Yarra Glen residents
	Recreational facilities	63	66	63	68	35-49 years, 65+ years	Healesville-Yarra Glen residents
	Appearance of public areas	62	62	56	68	18-34 years, Urban Area residents	Healesville-Yarra Glen residents
	Community & cultural	60	60	62	66	Urban Area residents	Healesville-Yarra Glen residents
	Family support services	59	57	59	63	18-34 years	65+ years
	Emergency & disaster mngt	59	59	61	65	Yarra Valley residents, Urban Area residents, 18-34 years, 65+ years	Healesville-Yarra Glen residents



Summary of Yarra Ranges Shire Council performance

Services		Yarra Ranges 2024	Yarra Ranges 2023	Interface 2024	State-wide 2024	Highest score	Lowest score
	Environmental sustainability	58	58	58	60	Urban Area residents, 18-34 years	Yarra Valley residents
	Enforcement of local laws	57	59	58	61	18-34 years, Urban Area residents	65+ years
	Tourism development	56	60	53	59	Women, Hills Area residents	Men
	Parking facilities	54	58	54	54	Urban Area residents	Yarra Valley residents
	Business & community dev.	53	57	55	57	Urban Area residents	Yarra Valley residents, Healesville-Yarra Glen residents
	Elderly support services	53	52	53	63	Urban Area residents, 18-34 years	Healesville-Yarra Glen residents
	Waste management	53	65	65	67	65+ years	Healesville-Yarra Glen residents
	Informing the community	50	50	51	56	18-34 years	Yarra Valley residents
	Disadvantaged support serv.	49	51	49	58	Urban Area residents	Healesville-Yarra Glen residents
	Traffic management	48	48	48	53	Women, 35-49 years	Men



Summary of Yarra Ranges Shire Council performance

Services		Yarra Ranges 2024	Yarra Ranges 2023	Interface 2024	State-wide 2024	Highest score	Lowest score
	Slashing & weed control	48	47	44	45	Urban Area residents, 18-34 years	Healesville-Yarra Glen residents
	Consultation & engagement	45	46	49	51	Women, 18-34 years	Healesville-Yarra Glen residents
	Lobbying	44	44	48	50	Hills residents	Yarra Valley residents, 50-64 years
	Town planning policy	42	46	42	50	Urban Area residents	Healesville-Yarra Glen residents
	Local streets & footpaths	42	45	46	52	Urban Area residents	Hills residents
	Community decisions	41	48	47	50	Urban Area residents, Women	Healesville-Yarra Glen residents
	Population growth	40	44	43	47	Women	Yarra Valley residents, Men
	Sealed local roads	37	43	45	45	Urban Area residents	Healesville-Yarra Glen residents
	Planning & building permits	35	38	45	45	Urban Area residents	Healesville-Yarra Glen residents
	Unsealed roads	34	35	34	36	Urban Area residents	Healesville-Yarra Glen residents



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance have declined by a significant four index points in the last 12 months. This is a new series low for overall performance and establishes a trend of three consecutive years of ratings decline. This is accompanied by a significant decline (also four points) for overall direction. Index scores declined significantly for one third of service performance areas measured in 2024 (many were measured for the first time in 2023).

Key influences on perceptions of overall performance

The service area that has the strongest influence on Yarra Ranges Shire Council's overall performance continues to be decisions made on behalf of the community. This measure experienced a significant decline for the second year in a row in 2024, to the lowest index score in a decade. Focus should also remain on other strong influencers of overall performance, which are also among the lowest rated areas (sealed local roads, town planning community consultation and roadside slashing and weed control).

Comparison to state and area grouping

Council performs significantly lower than the State-wide average for councils in almost all areas evaluated. Compared to the Interface group averages, Yarra Ranges Council is in line with this comparison group in the majority of areas, otherwise scoring lower. Council exceeds scores for one or both comparative groups in just two areas: appearance of public roads and slashing and weed control.

Abate declines and rebuild, focus on concerns of Healesville-Yarra Glen residents

Repeated significant declines (2023 and 2024) occurred in overall performance and direction, waste management, community decisions and sealed local roads. Some of these, in addition to poor and declining performance are also key drivers of overall performance and require particular attention from the Council. Healesville-Yarra Glen residents provide the lowest performance scores far more frequently than any other cohort, so efforts are needed here also to understand and to address their concerns.

DETAILED FINDINGS

Overall performance



Overall performance

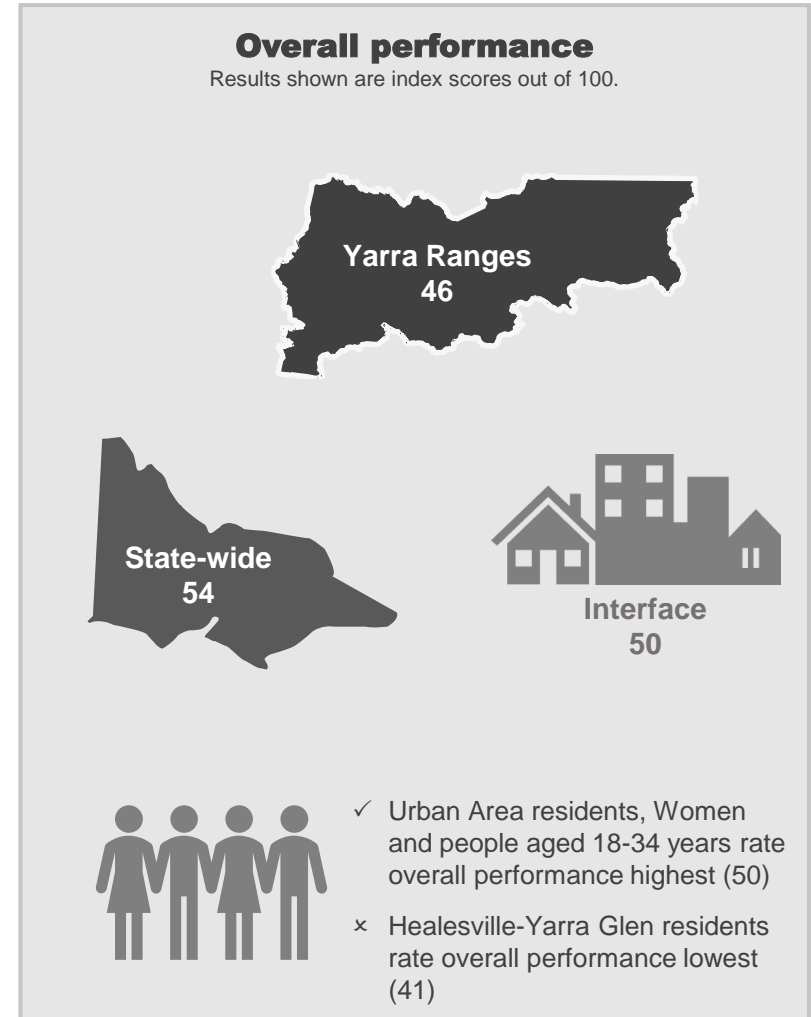
The overall performance index score of 46 for Yarra Ranges Shire Council represents a significant four-point decline. This is now a three-year trend decline to the lowest overall performance rating for a decade.

Yarra Ranges Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the average rating for councils in the Interface group and the State-wide average for councils (index scores of 50 and 54 respectively).

Despite the overall decline, no demographic or geographic cohort reported significant change in overall performance since 2023 and none are significantly higher or lower than Council's 2024 average.

- The highest overall performance scores are provided by residents aged 18 to 34 years, women and those living in the Urban Area (index score of 50 for all).
- The lowest index scores are from Healesville-Yarra Glen and Yarra Valley residents (41 and 42 respectively).

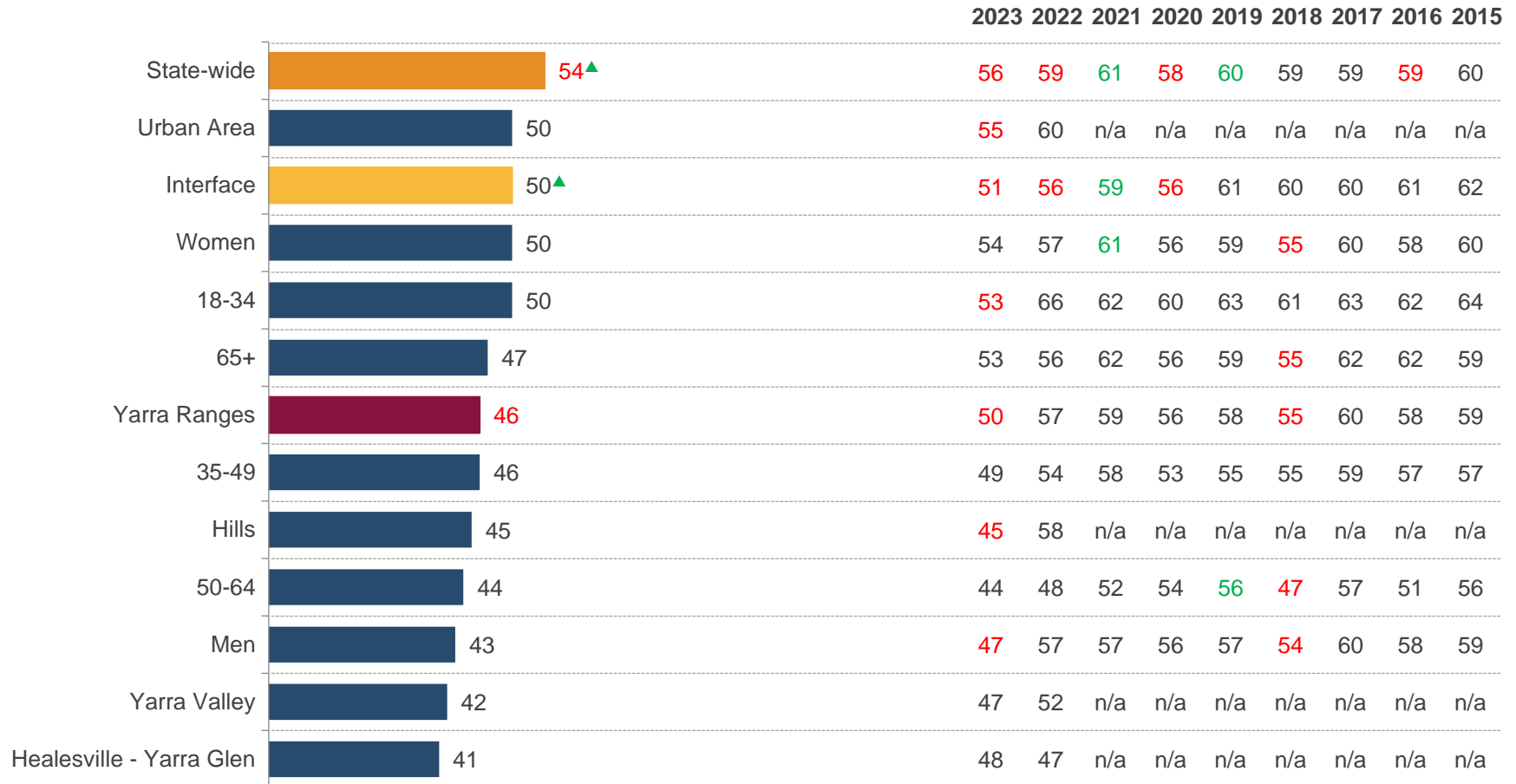
Around one in five residents (22%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Nearly twice as many rate Council as 'very poor' or 'poor' (42%). A further 34% rate Council as 'average' in terms of providing value for money.





Overall performance

2024 overall performance (index scores)



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?

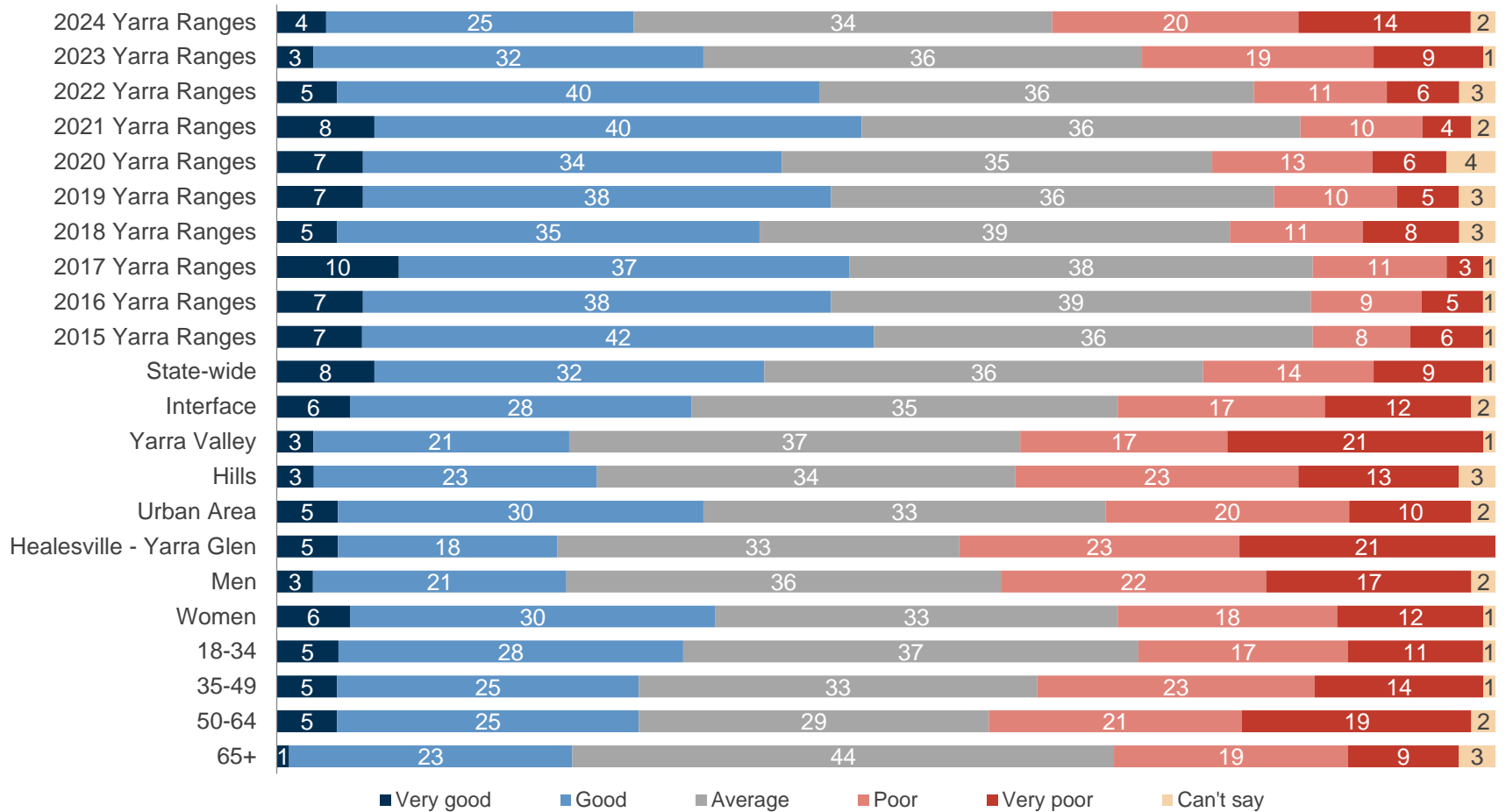
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3

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



Overall performance

2024 overall performance (%)



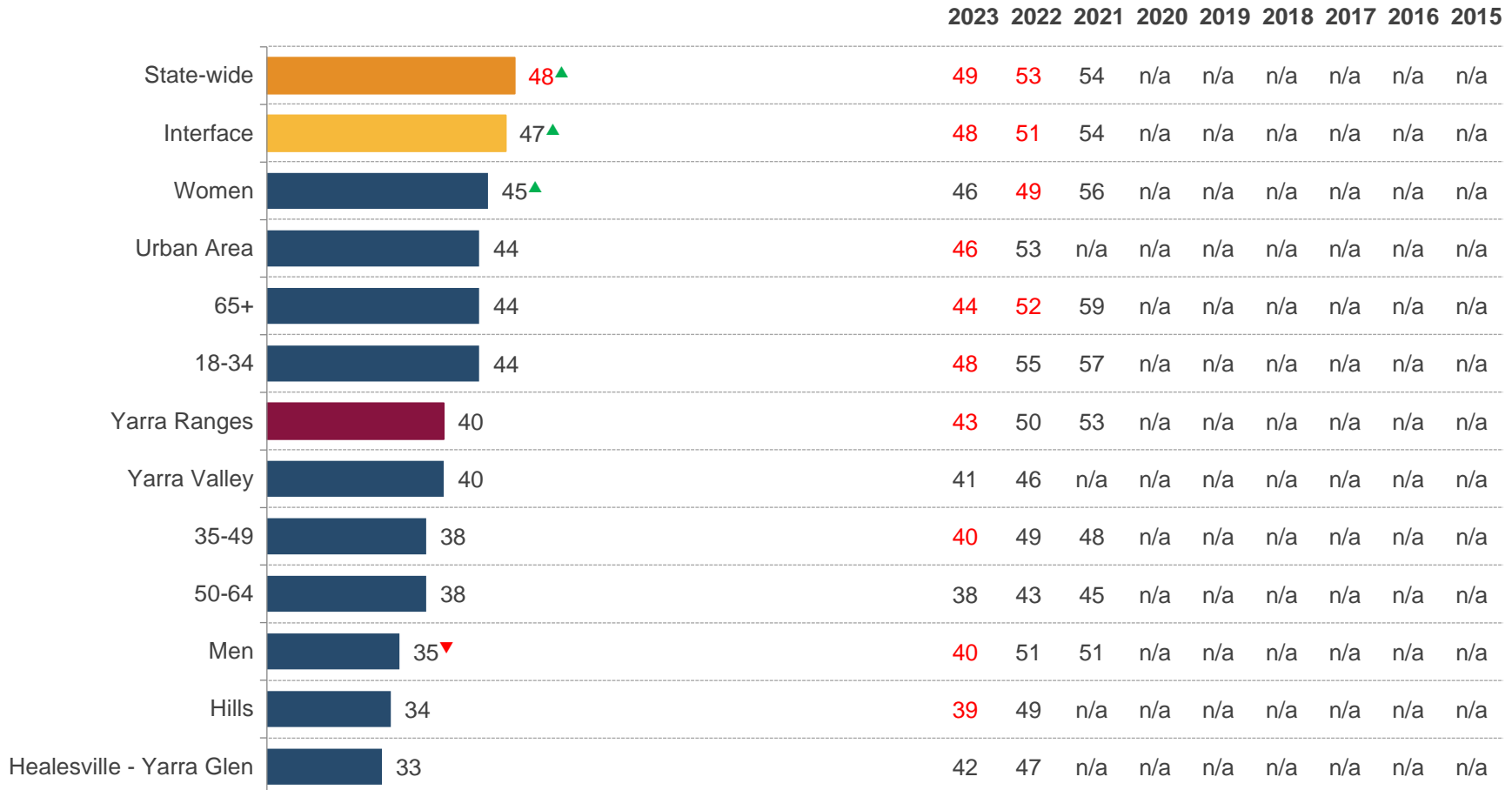
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Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3



Value for money in services and infrastructure

2024 value for money (index scores)



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

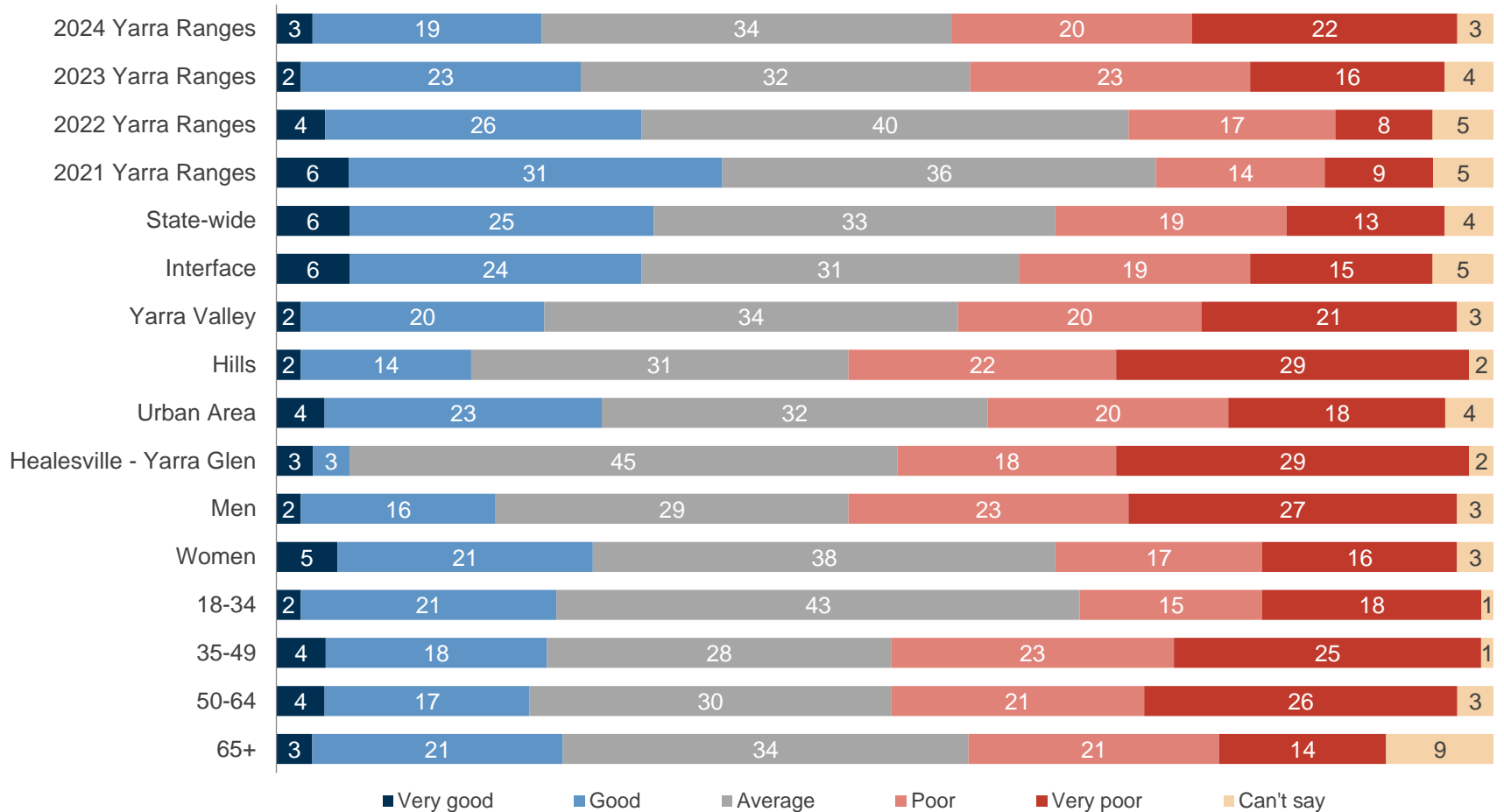
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 3

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



Value for money in services and infrastructure

2024 value for money (%)



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: 61 Councils asked group: 3



Top performing service areas

Art centres and libraries (index score of 69) is the area where Council performed best in 2024, unchanged from 2023. This area was also the highest ranked performance area in 2023.

Council performs in line with the Interface group average and significantly lower than the State-wide average in this service area.

Recreational facilities is Council's next highest rated service area (index score of 63), followed by:

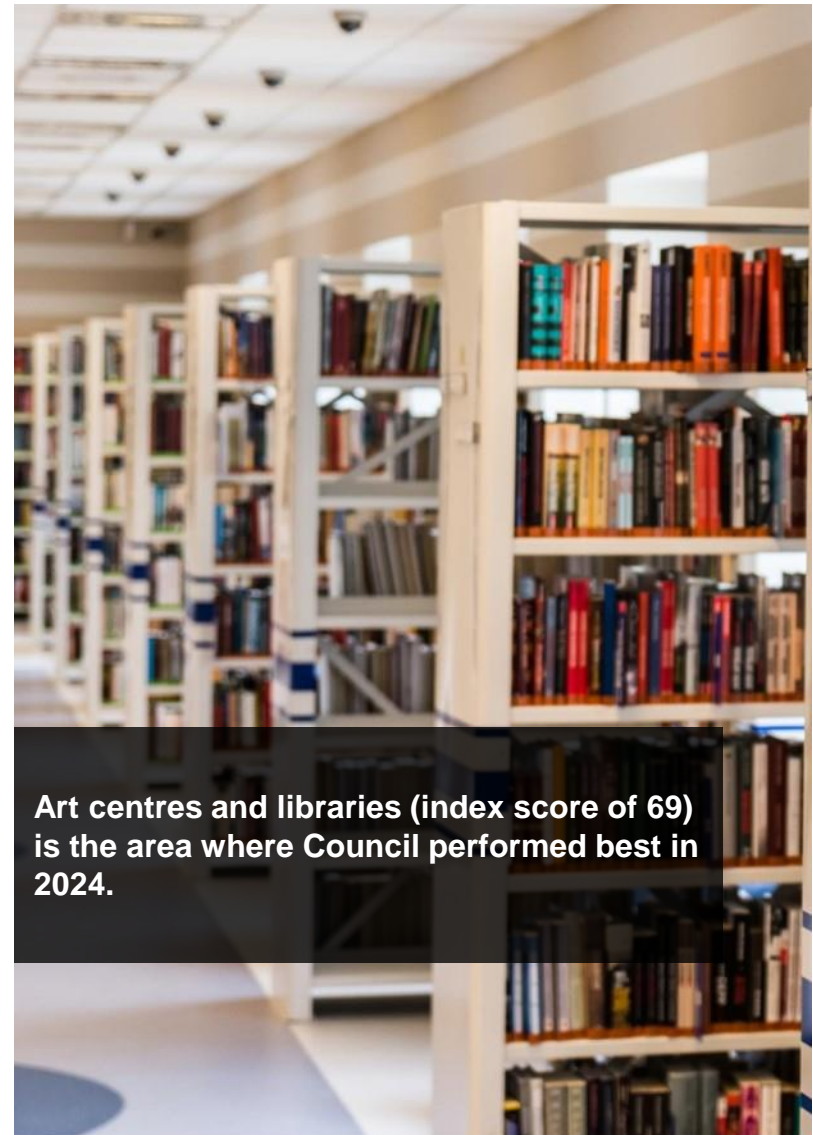
- appearance of public areas (index score of 62)
- community and cultural (index score of 60).

Council rates in line with the Interface group average and significantly lower than the State-wide average for recreational facilities and community and cultural.

Council rates significantly higher than the Interface group average and significantly lower than the State-wide average for the appearance of public areas.

No geographic or demographic cohorts report 2024 index scores significantly higher or lower than the average score for any of the above four areas.

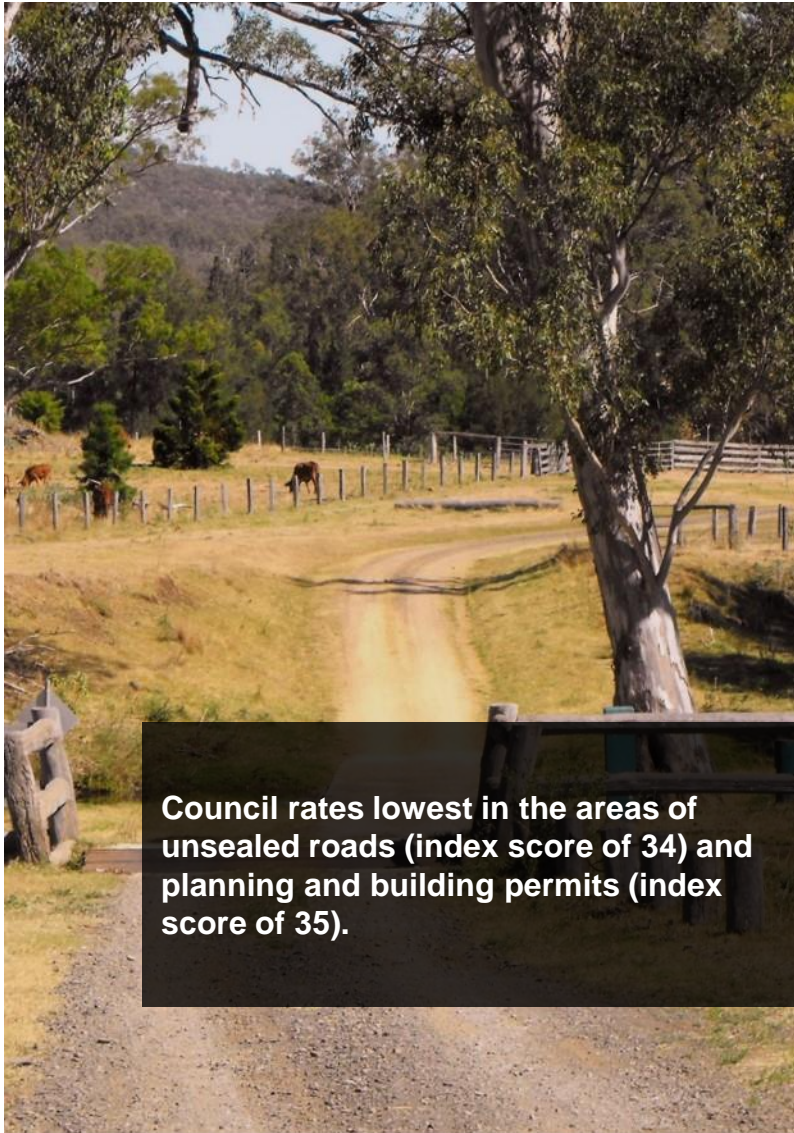
On the same service areas, the only area that recorded a significant performance decline within a geographic or demographic group was for women on recreational areas (down five points to 62).



Art centres and libraries (index score of 69) is the area where Council performed best in 2024.



Low performing service areas



Council rates lowest in the areas of unsealed roads (index score of 34), planning and building permits (index score of 35), and sealed local roads (index score of 37).

- Council rates in line with State-wide average for councils and the Interface group averages for unsealed roads.
- Council rates significantly lower than the State-wide and the Interface group averages for its performance in planning and building permits and sealed local roads.

For each of the above, residents in the Urban Area have a score significantly higher than average.

For planning and building permits, three cohorts provide scores significantly lower than average:

- Healesville-Yarra Glen, index score of 25
- Residents aged 65 years and over, index score of 27 (this is also a significant nine points lower than 2023)
- Yarra Valley, index score of 27.

When residents are asked what Council most needs to do to improve performance, sealed road maintenance is mentioned most frequently (26% of residents).



Individual service area performance

2024 individual service area performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Art centres & libraries	69	69	n/a	n/a	n/a	n/a	n/a	69	68	72
Recreational facilities	63	66	n/a	n/a	n/a	n/a	n/a	68	68	71
Appearance of public areas	62	62	n/a	n/a	n/a	n/a	n/a	67	66	66
Community & cultural	60	60	n/a	n/a	n/a	n/a	n/a	63	63	65
Family support services	59	57	n/a	n/a	n/a	n/a	n/a	66	63	66
Emergency & disaster mngt	59	59	n/a	n/a	n/a	n/a	n/a	70	69	70
Environmental sustainability	58	58	n/a	n/a	n/a	n/a	n/a	62	60	63
Enforcement of local laws	57	59	n/a	n/a	n/a	n/a	n/a	64	61	66
Tourism development	56	60	n/a	n/a	n/a	n/a	n/a	60	59	n/a
Parking facilities	54	58	n/a	n/a	n/a	n/a	n/a	58	56	60
Business & community dev.	53	57	n/a	n/a	n/a	n/a	n/a	58	56	n/a
Elderly support services	53	52	n/a	n/a	n/a	n/a	n/a	60	59	65
Waste management	53	65	71	73	n/a	n/a	n/a	72	68	72
Informing the community	50	50	n/a	n/a	n/a	n/a	n/a	53	52	53
Disadvantaged support serv.	49	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
Traffic management	48	48	n/a	n/a	n/a	n/a	n/a	59	57	61
Slashing & weed control	48	47	n/a	n/a	n/a	n/a	n/a	54	56	52
Consultation & engagement	45	46	51	53	52	53	52	51	50	52
Lobbying	44	44	50	54	50	53	51	52	51	52
Town planning policy	42	46	n/a	n/a	n/a	n/a	n/a	52	51	54
Local streets & footpaths	42	45	n/a	n/a	n/a	n/a	n/a	56	56	55
Community decisions	41	48	54	56	53	56	54	53	51	53
Population growth	40	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	37	43	48	49	53	55	49	57	58	56
Planning & building permits	35	38	n/a	n/a	n/a	n/a	n/a	46	46	49
Unsealed roads	34	35	n/a	n/a	n/a	n/a	n/a	50	48	49

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

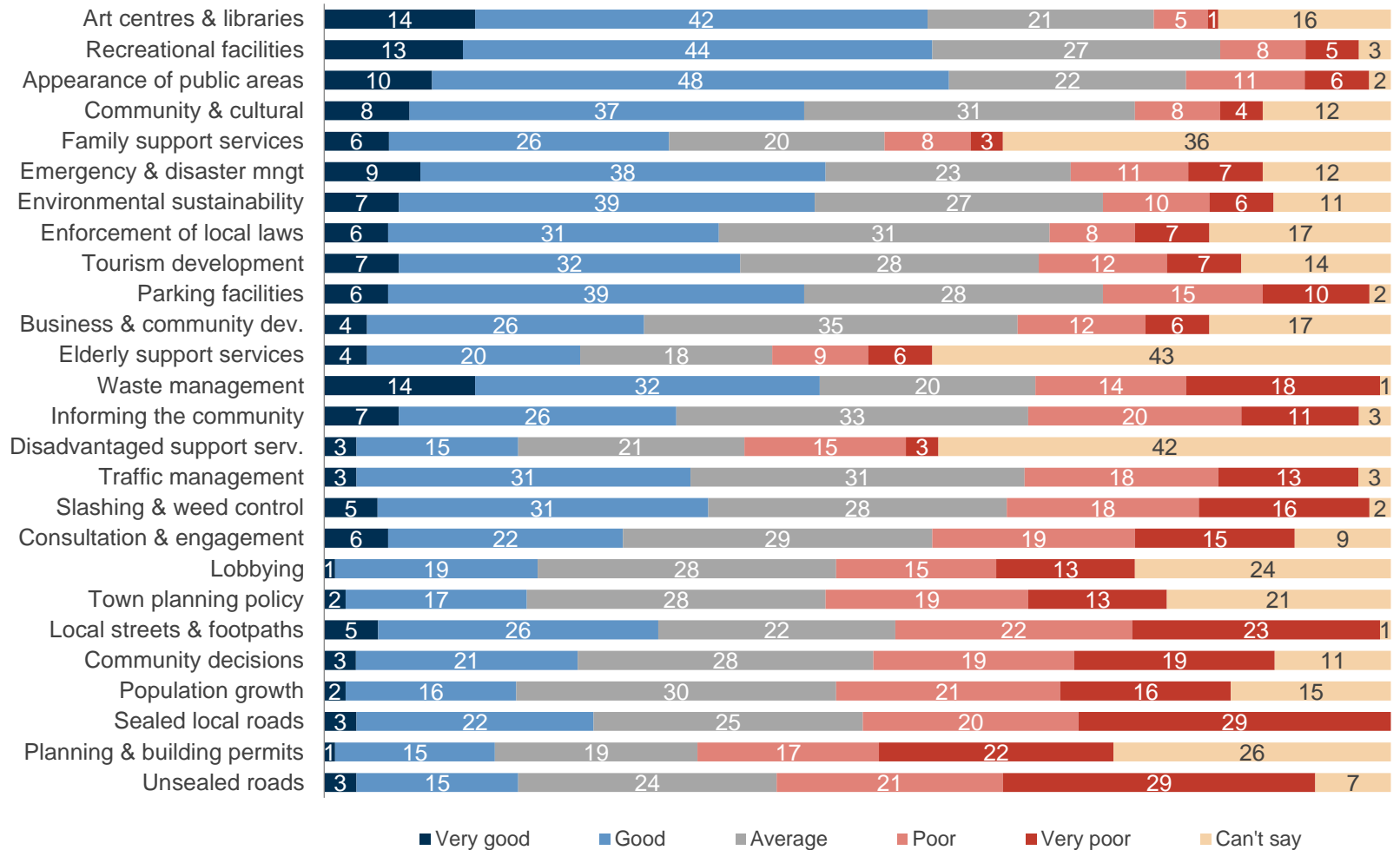
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3

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



Individual service area performance

2024 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, Council performs poorly in this area (index score of 41).

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

- Roadside slashing and weed control
- Community consultation and engagement
- Waste management
- Town planning
- Business and community development
- The condition of sealed local roads.

Looking at these key service areas only, Council performs relatively well on waste management and business and community development (index scores of 53 for each) and these areas have a moderate

influence on the overall performance rating.

Council should continue its efforts in these areas to help shore up ratings of overall performance – but there is greater work to be done elsewhere.

In addition to Council decision making, other influential service areas most in need of attention are sealed roads, town planning, consultation and engagement, and roadside slashing and weed control (performance index scores of 37, 42, 45 and 48 respectively).

It will be important to attend to the maintenance of sealed roads and roadside areas and to consult with residents, particularly around planning issues, to help improve overall ratings of Council performance.

Sealed road maintenance is mentioned most often (by 26% of residents) as something Yarra Ranges Shire Council most needs to do to improve its 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 Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score 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.

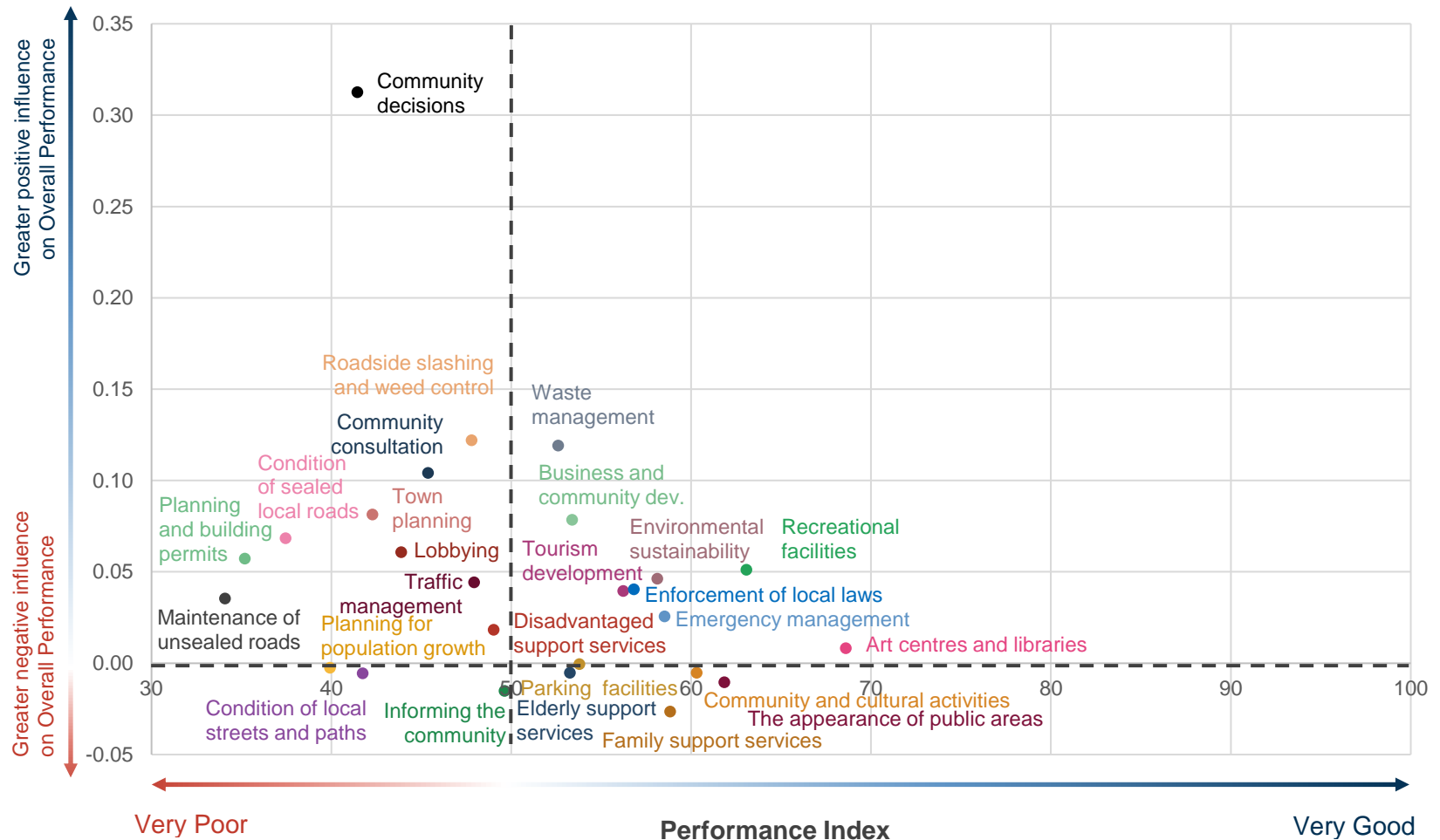
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2024 regression analysis (all service areas)

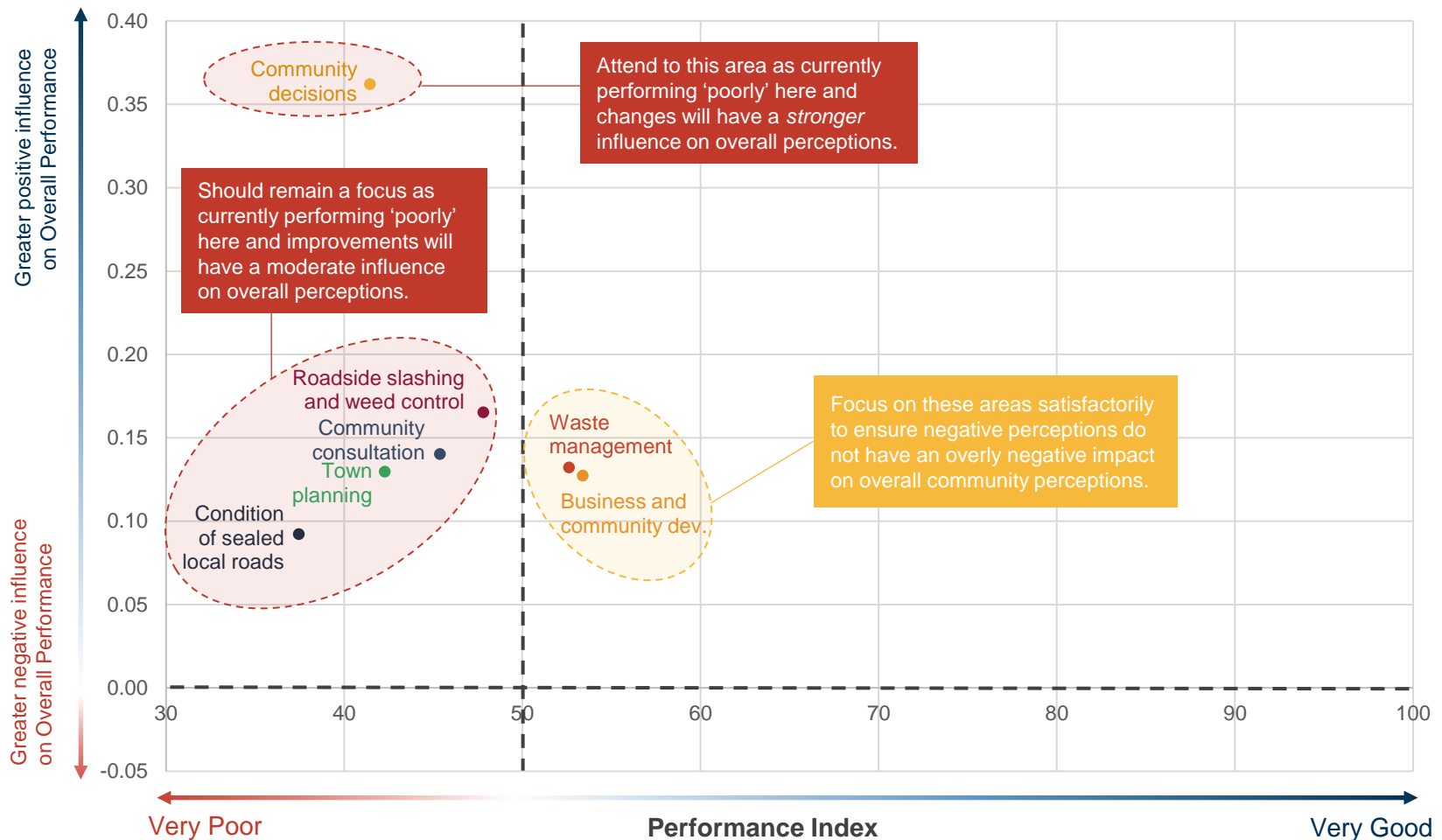


The multiple regression analysis model above (all service areas) has an R^2 value of 0.744 and adjusted R^2 value of 0.730, which means that 73% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 52.80$. 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

2024 regression analysis (key service areas)

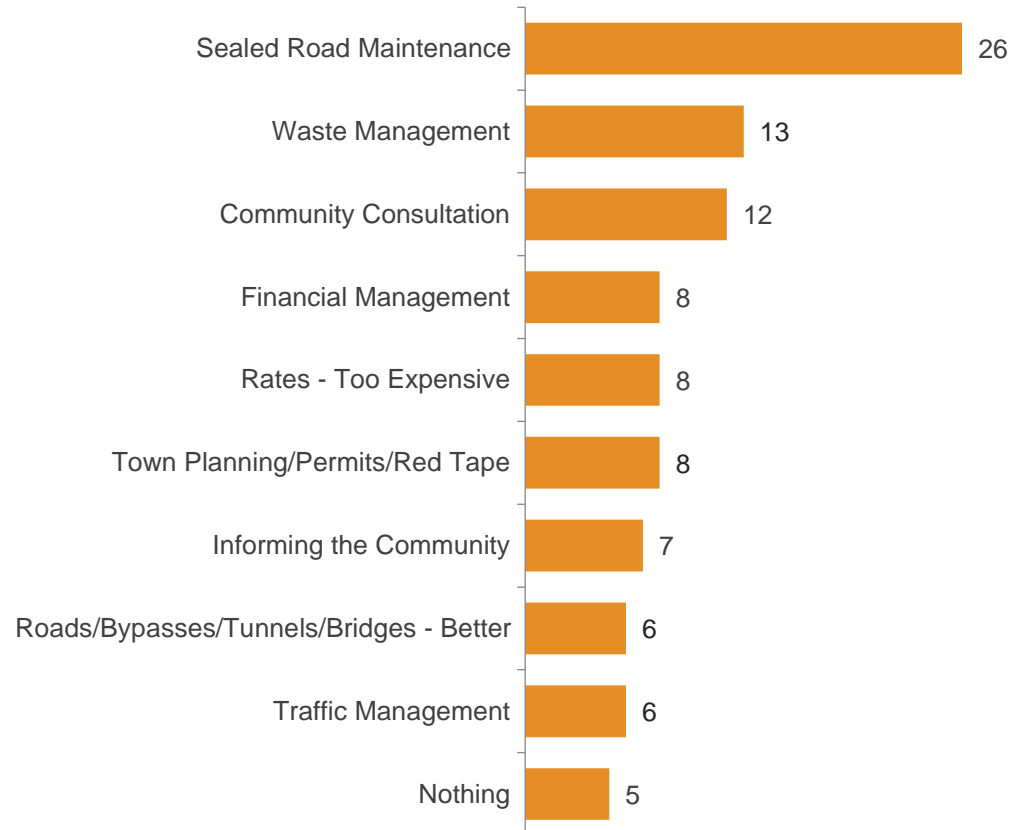


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.725 and adjusted R^2 value of 0.721, which means that 72% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 185.55$.



Areas for improvement

2024 areas for improvement (%)
- Top mentions only -





Customer service

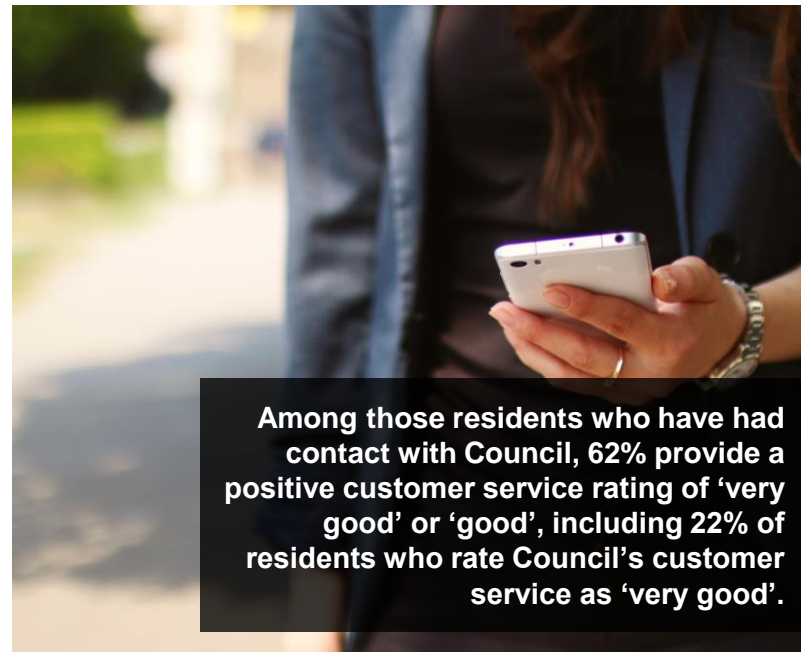


Contact with council and customer service

Contact with council

Almost two thirds of Council residents (65%) have had contact with Council in the last 12 months. This is not significant differently to last year (64%).

- The rate of contact is highest from residents in the Hills and Healesville-Yarra Glen (72% and 70%) areas, and lowest from the Urban Area and those aged 65 years and older (60% and 58%). None are significantly higher or lower than average.
- The main methods of contact are by telephone (37%), email (27%) and in person (21%).



Customer service

Council's customer service index of 63 is an incremental (but not significant) one point decline from 2023. It is the lowest score recorded in a decade.

Customer service is rated lower than the State-wide average for councils and in line with the Interface group average (index scores of 67 and 66 respectively).

No cohort provides a customer service score that is significantly higher or lower than average, nor significantly different from last year.

- The highest customer service scores are from residents aged 65 years plus (72) and women (68).
- The lowest customer services scores are from residents aged 35 to 49 years (59) and men (58).

More than six in ten residents (62%) provide a customer service rating of 'very good' or 'good'. One in five (21%) provide a rating of 'very poor' or 'poor' and 14% provide a rating of 'average'.

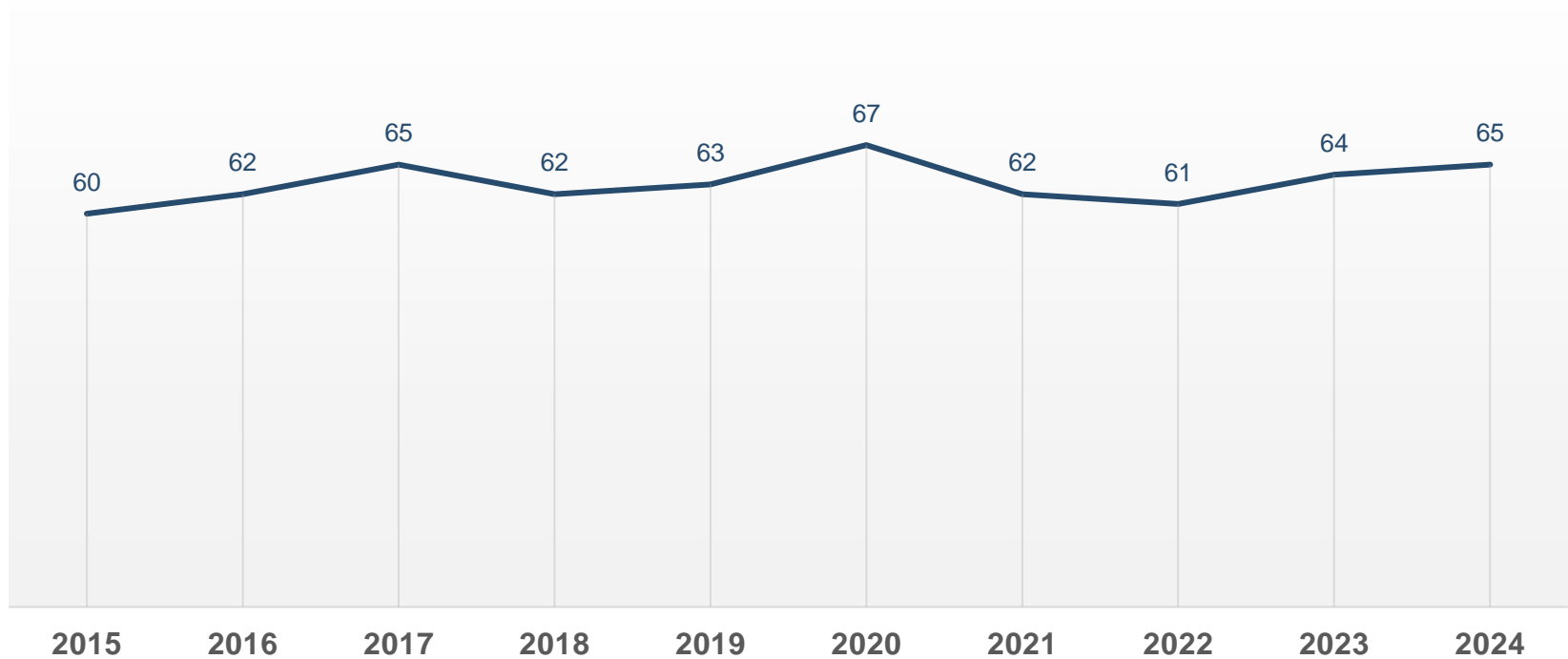
For the top three methods of contacting Council, the corresponding customer service index scores are:

- telephone (64), a significant eight-point fall on 2023
- email (59)
- in person (65).



Contact with council

2024 contact with council (%)
Have had contact



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

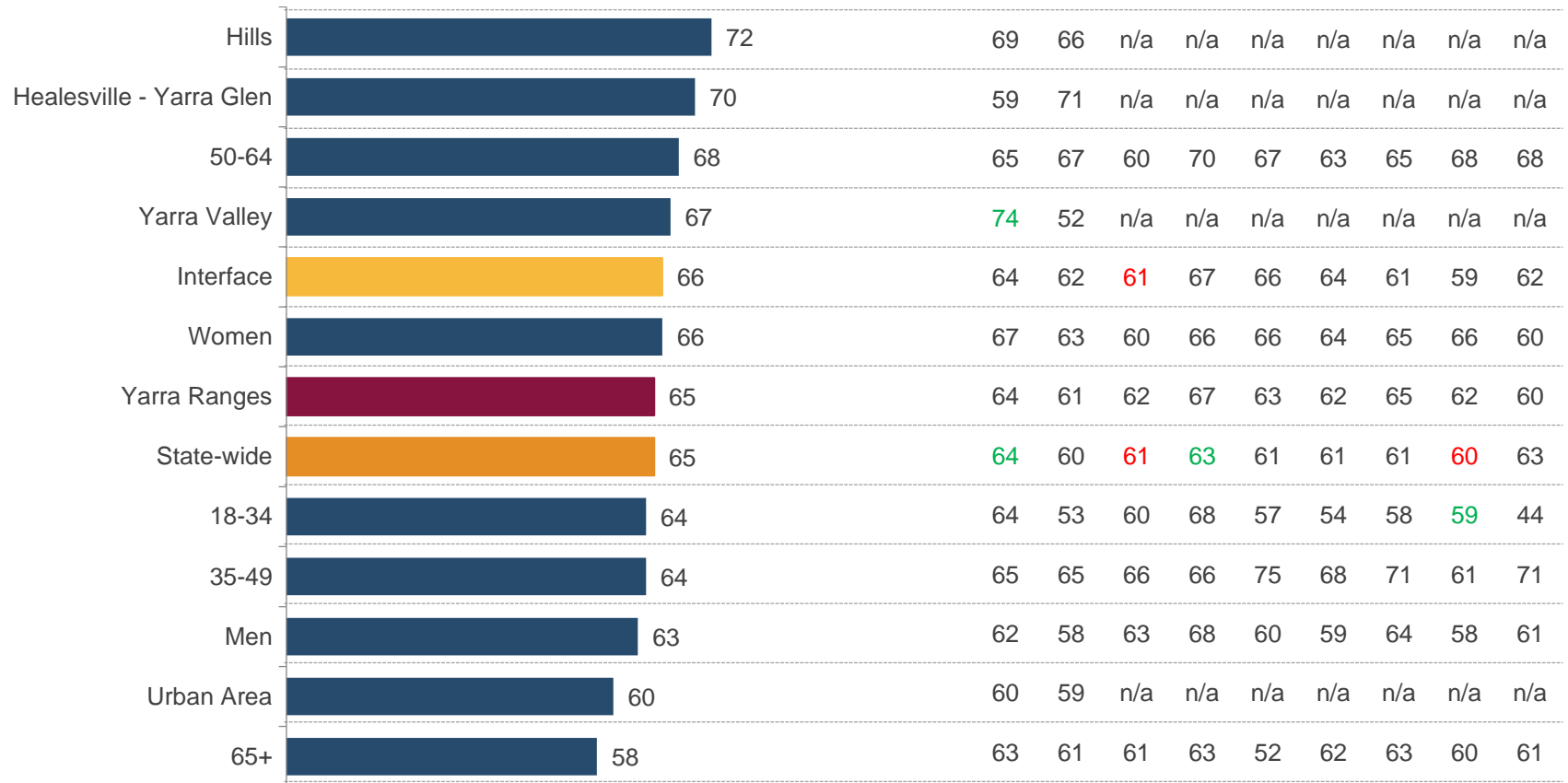
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 2



Contact with council

2024 contact with council (%)

2023 2022 2021 2020 2019 2018 2017 2016 2015



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

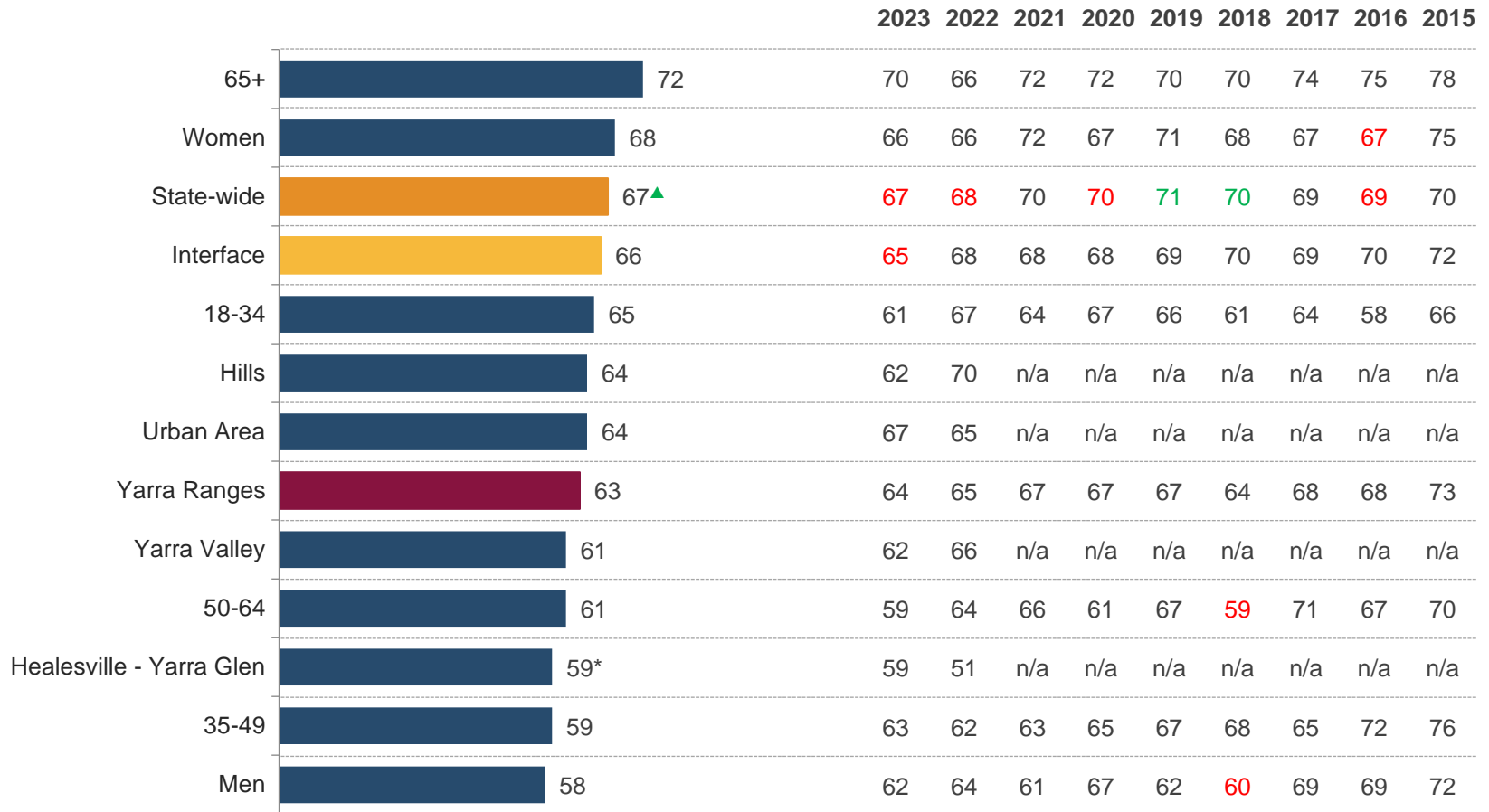
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 2

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



Customer service rating

2024 customer service rating (index scores)



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: 62 Councils asked group: 3

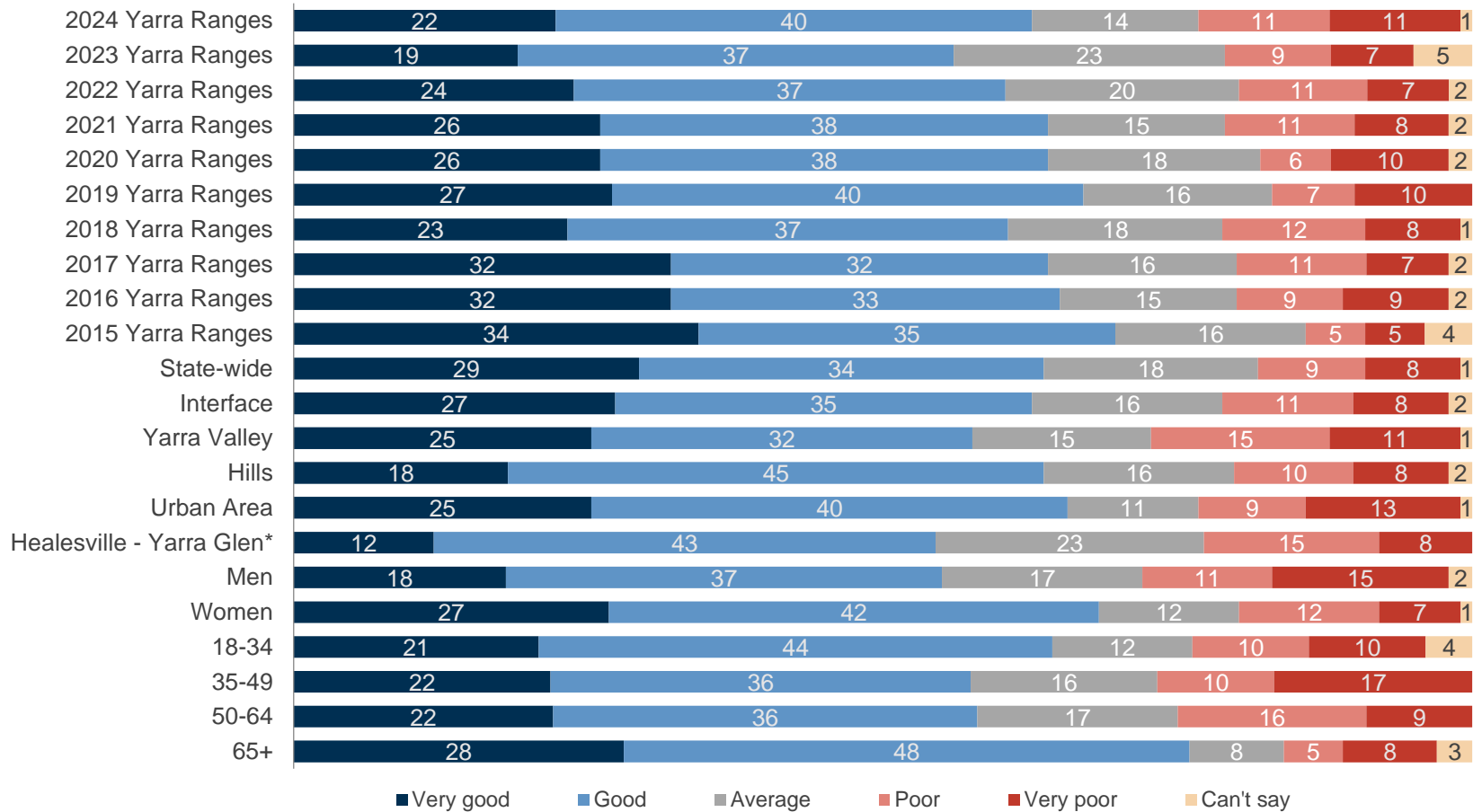
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2024 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: 62 Councils asked group: 3

*Caution: small sample size < n=30



Method of contact with council

2024 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?

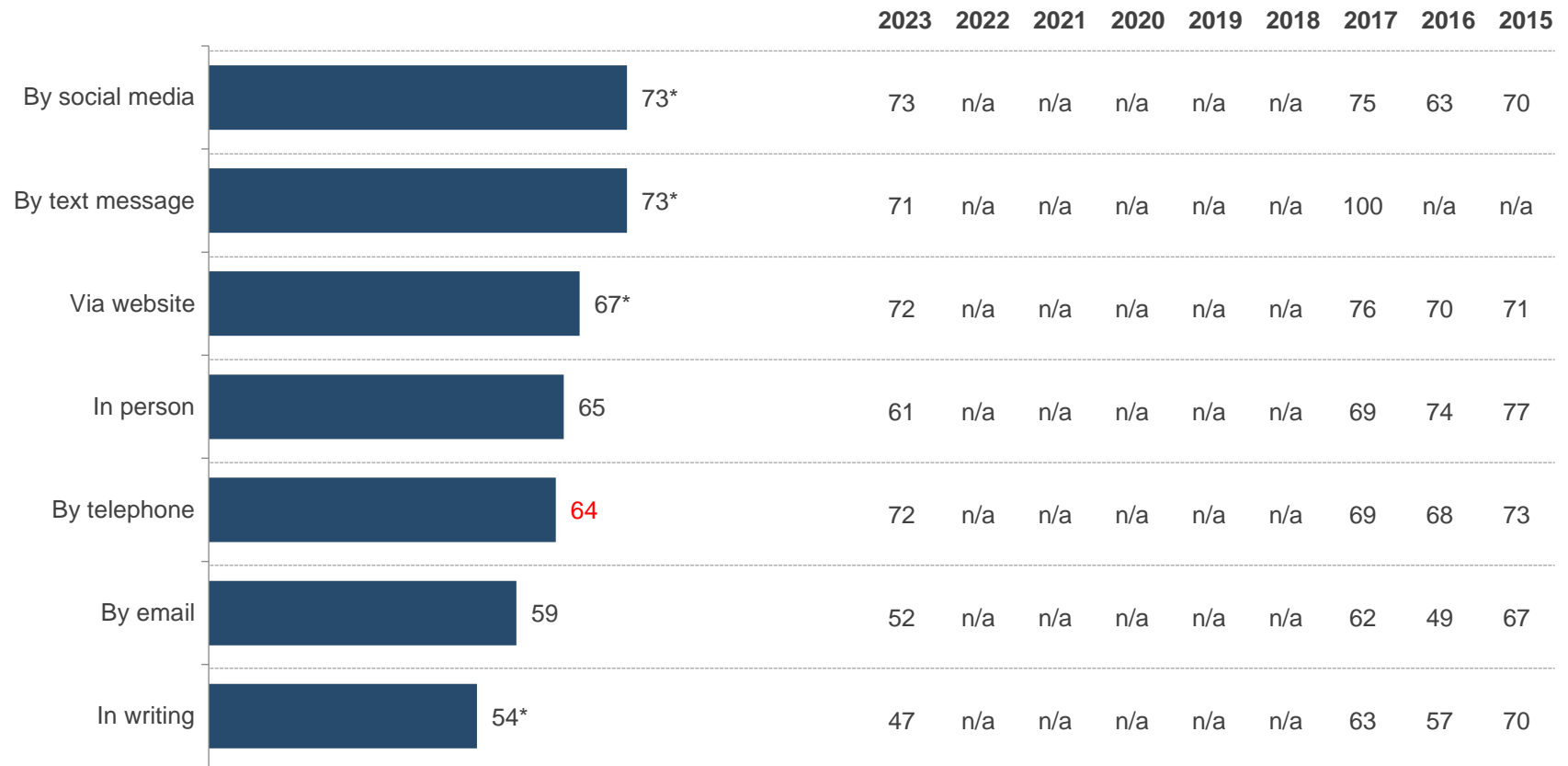
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 2

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



Customer service rating by method of last contact

2024 customer service rating (index score by method of last contact)



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: 26 Councils asked group: 2

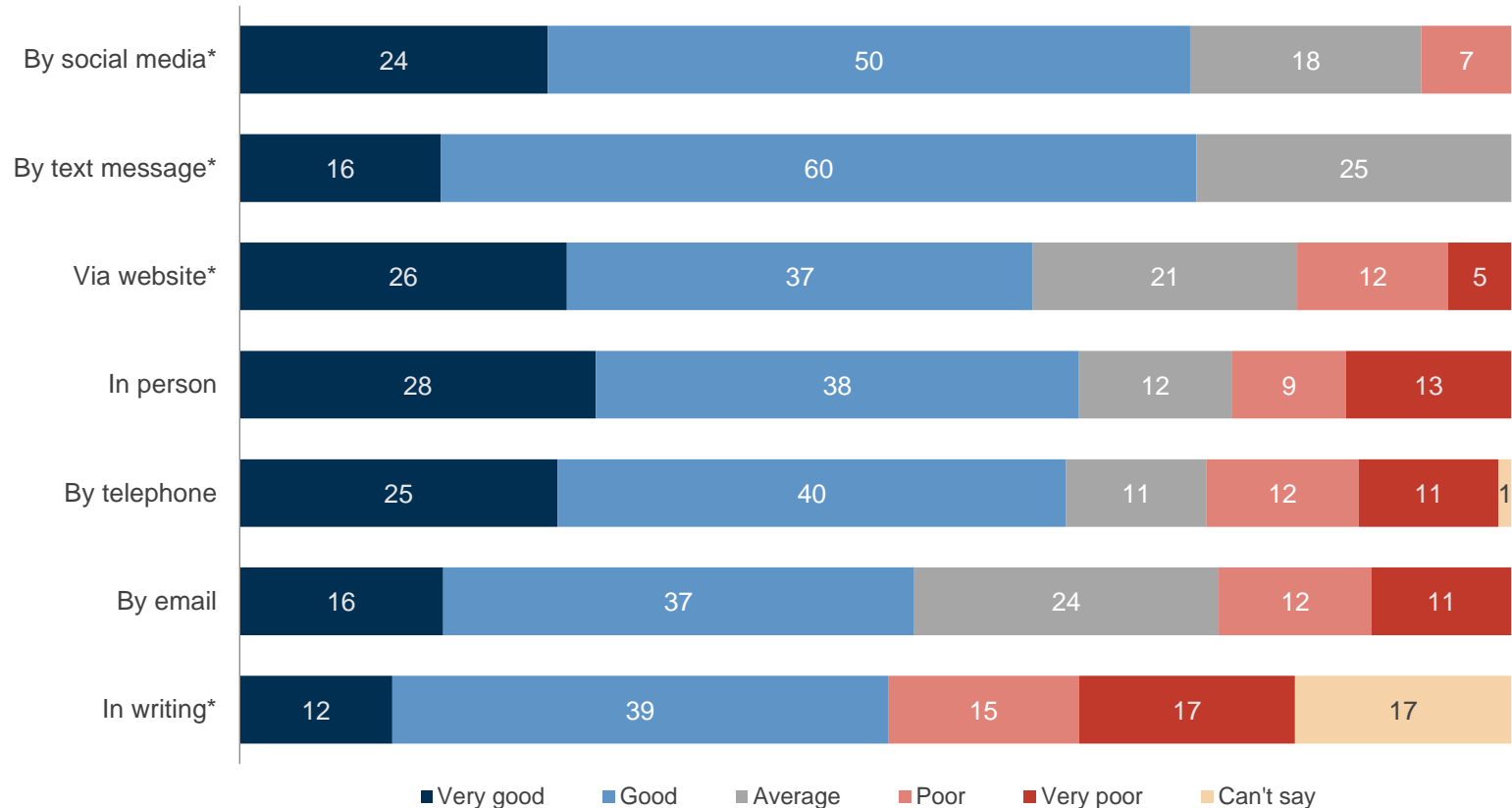
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2024 customer service rating (% by method of last contact)



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: 26 Councils asked group: 2

*Caution: small sample size < n=30

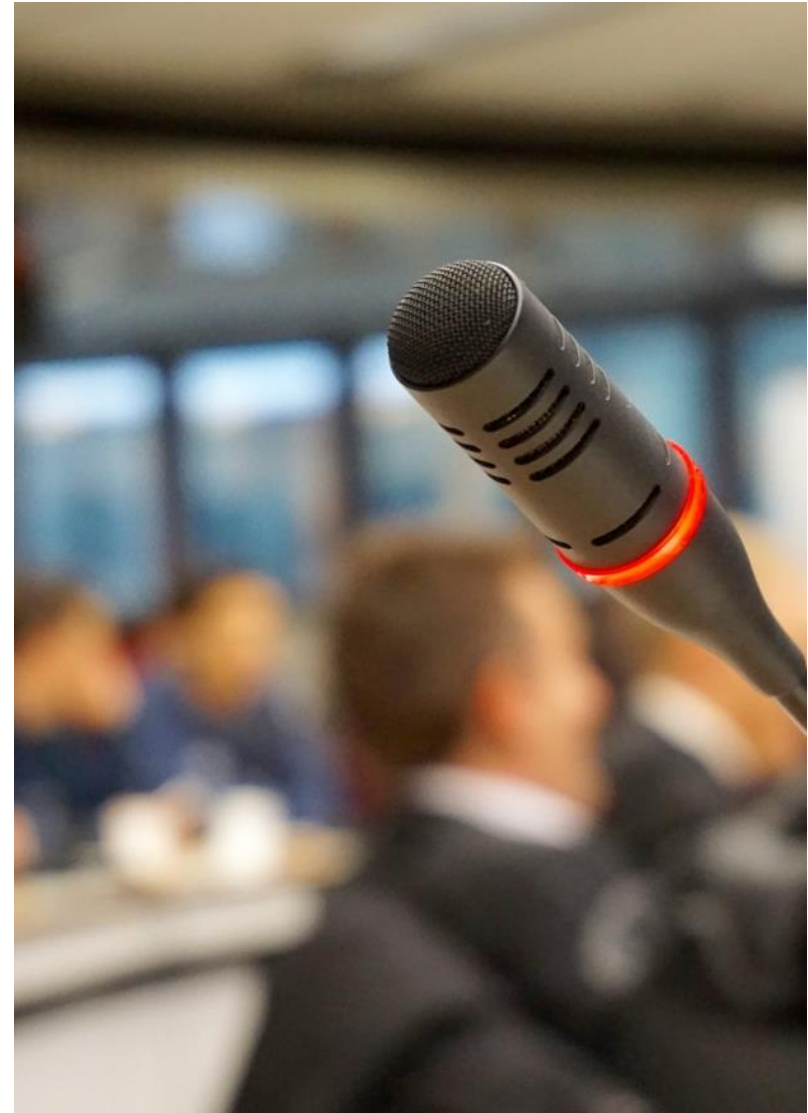


Communication

Communication

The most preferred form of communication from Council about news and information and upcoming events is a newsletter sent via email (37%), followed by a newsletter in the mail (26%), followed by information shared on social media (14%) or text message (12%).

- For residents under 50 years of age, preferences are for a newsletter sent via email (33%), a newsletter via email (25%), social media (20%) or a text messages (15%).
- For residents aged 50 years or older the preferred forms of communication are more limited, being a newsletter sent via email (41%) or a newsletter in the mail (27%). No other option is selected by more than 8% of this age group.





Best form of communication

2024 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: 38 Councils asked group: 2
Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 under 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 under 50. Councils asked State-wide: 38 Councils asked group: 2

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 50+ years 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 50+ years. Councils asked State-wide: 38 Councils asked group: 2

Note: 'Social Media' was included in 2019.



Council direction



Council direction

Perceptions of Council's overall direction (index score of 39) declined a significant four points, a significant drop for the second consecutive year and to the lowest score in a decade.

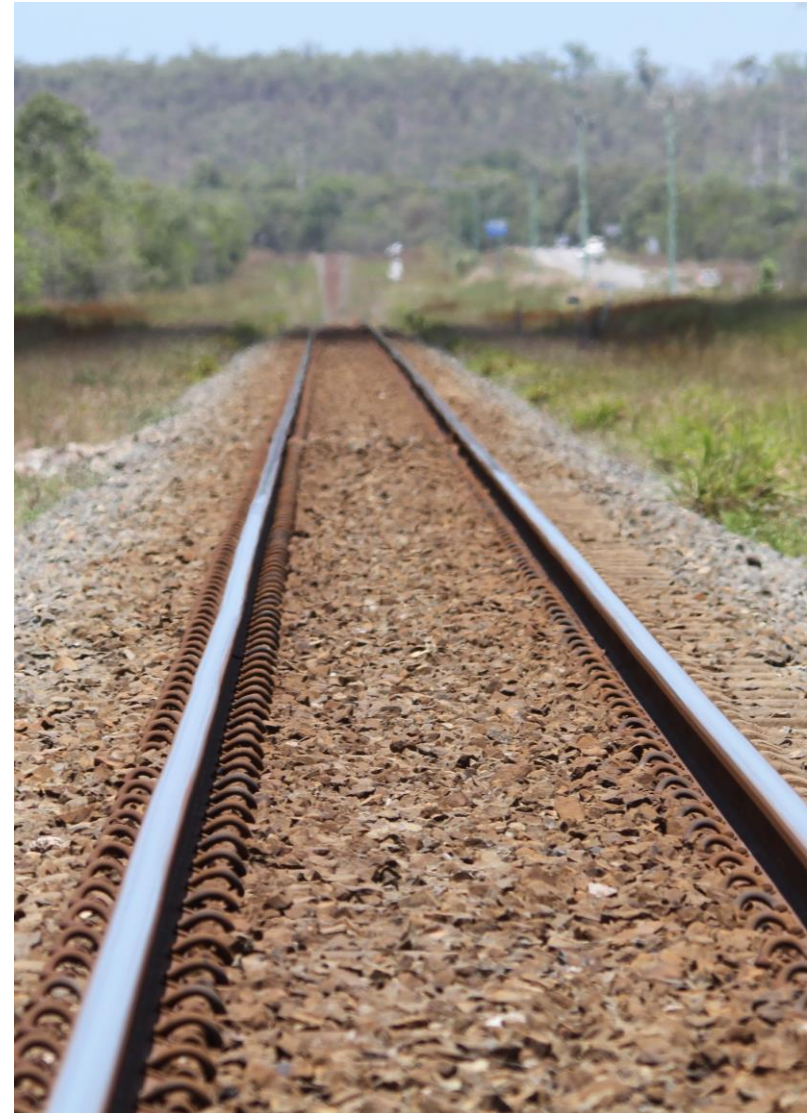
Council rates significantly lower than both the Interface group and the State-wide average for councils (index scores of 44 and 45 respectively).

No geographic or demographic groups differ significantly from Council's average. The most satisfied with Council direction are residents aged 65 years and older, with an index score of 44, while three cohorts report significant declines since 2023:

- Urban Area residents, down six points to 40
- Yarra Ranges residents, down four points to 39
- Healesville-Yarra Glen residents, down 15 points to 32 and the lowest of any cohort.

Over the last 12 months, 55% believe the direction of Council's overall performance has stayed the same. Just 10% believe the direction has improved. Three in ten (30%, up 11 points) believe it has deteriorated.

In a trade-off between rates and services, 59% of residents prefer service cuts to keep council rates at the same level as they are now, and only 21% prefer rate rises to improve local services.





Overall council direction last 12 months

2024 overall council direction (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	46	50	53	51	53	52	53	51	53
65+	44	46	47	49	48	49	46	52	51	50
Interface	44▲	43	48	50	48	54	53	53	54	54
Women	42	45	48	49	50	49	44	50	49	56
Hills	42	38	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	40	46	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	40	46	55	50	51	52	51	55	51	56
Yarra Ranges	39	43	48	48	48	49	45	50	48	51
50-64	39	39	40	45	46	49	37	45	43	51
Yarra Valley	39	40	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	37	41	47	46	48	45	46	48	49	46
Men	37	41	48	46	47	48	46	50	47	46
Healesville - Yarra Glen	32	47	41	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?

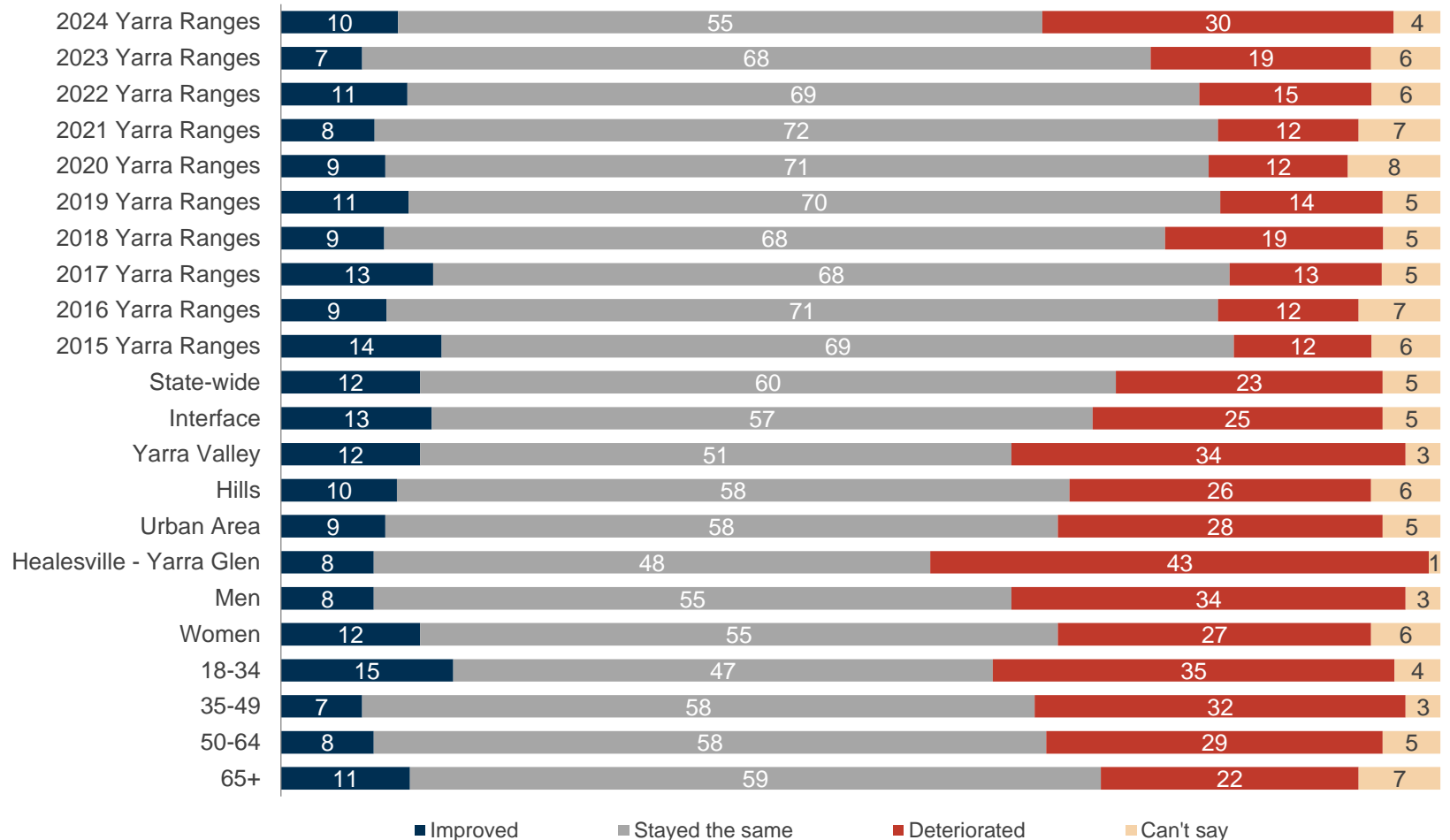
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3

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



Overall council direction last 12 months

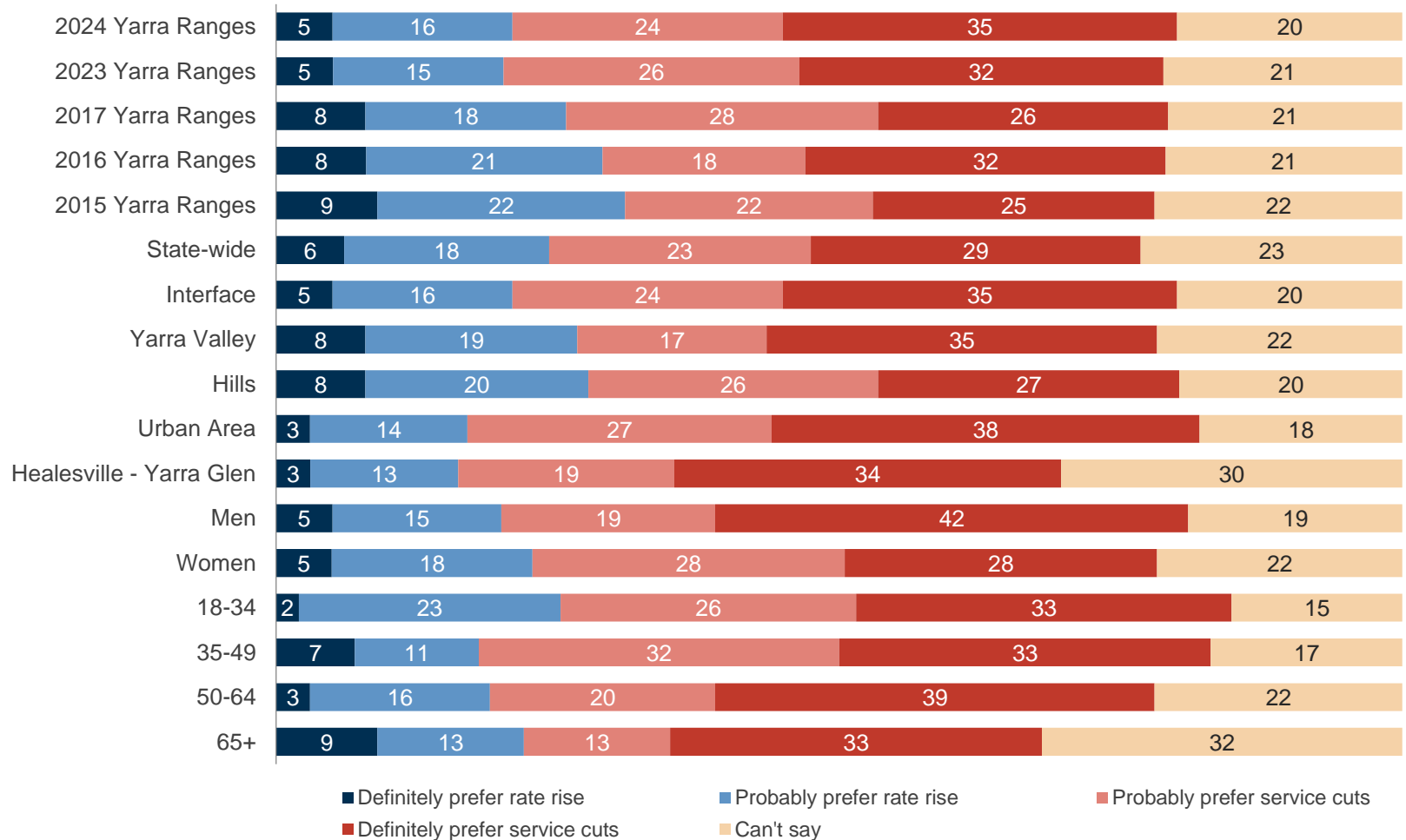
2024 overall council direction (%)





Rates / services trade-off

2024 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 1

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

Individual service areas



Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	51▲	52	54	56	55	56	55	55	54	56
Women	50▲	49	50	54	52	55	53	50	51	53
18-34	50	49	54	51	56	56	57	55	51	56
Interface	49▲	49	52	53	53	55	56	53	55	57
Urban Area	48	47	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	47	45	51	56	54	55	55	52	52	54
Hills	46	45	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	45	46	51	53	52	53	52	51	50	52
50-64	44	39	46	51	45	47	44	47	45	50
35-49	42	49	53	51	50	54	53	48	51	47
Yarra Valley	42	44	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	41	43	53	51	52	52	51	51	48	52
Healesville - Yarra Glen	40	43	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3

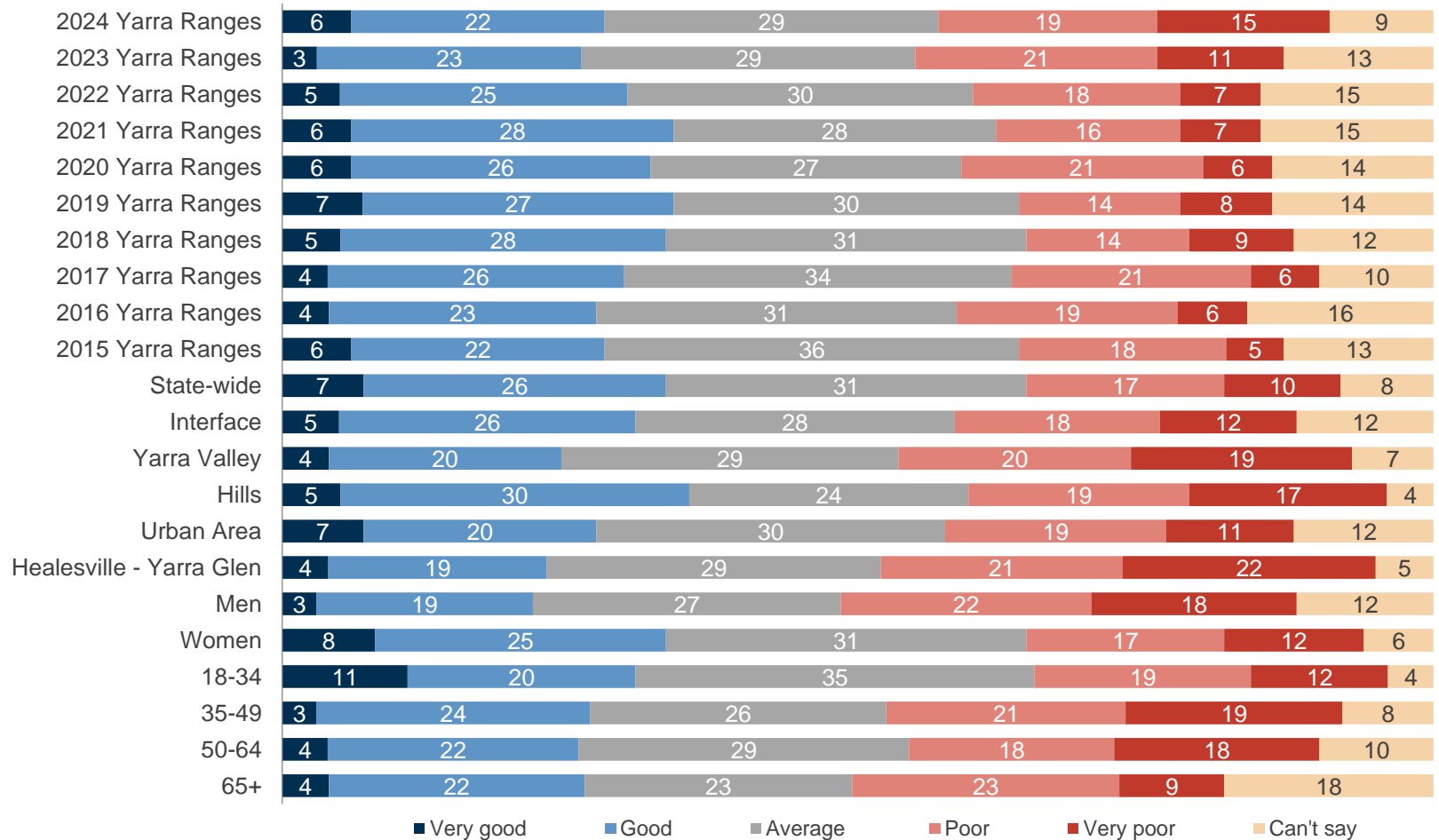
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)





Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	51	53	55	53	54	54	54	53	55
Interface	48▲	47	51	52	51	54	54	54	55	56
Hills	47	42	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	46	50	58	58	56	57	56	55	55	50
65+	46	44	47	55	52	53	54	52	54	53
Women	46	46	49	55	50	52	52	54	51	51
Urban Area	45	47	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	44	42	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	44	44	51	55	47	51	51	54	49	54
Yarra Ranges	44	44	50	54	50	53	51	52	51	52
Men	42	42	51	54	51	53	51	51	51	53
50-64	41	33	42	45	42	48	45	47	45	52
Yarra Valley	41	42	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 46 Councils asked group: 3

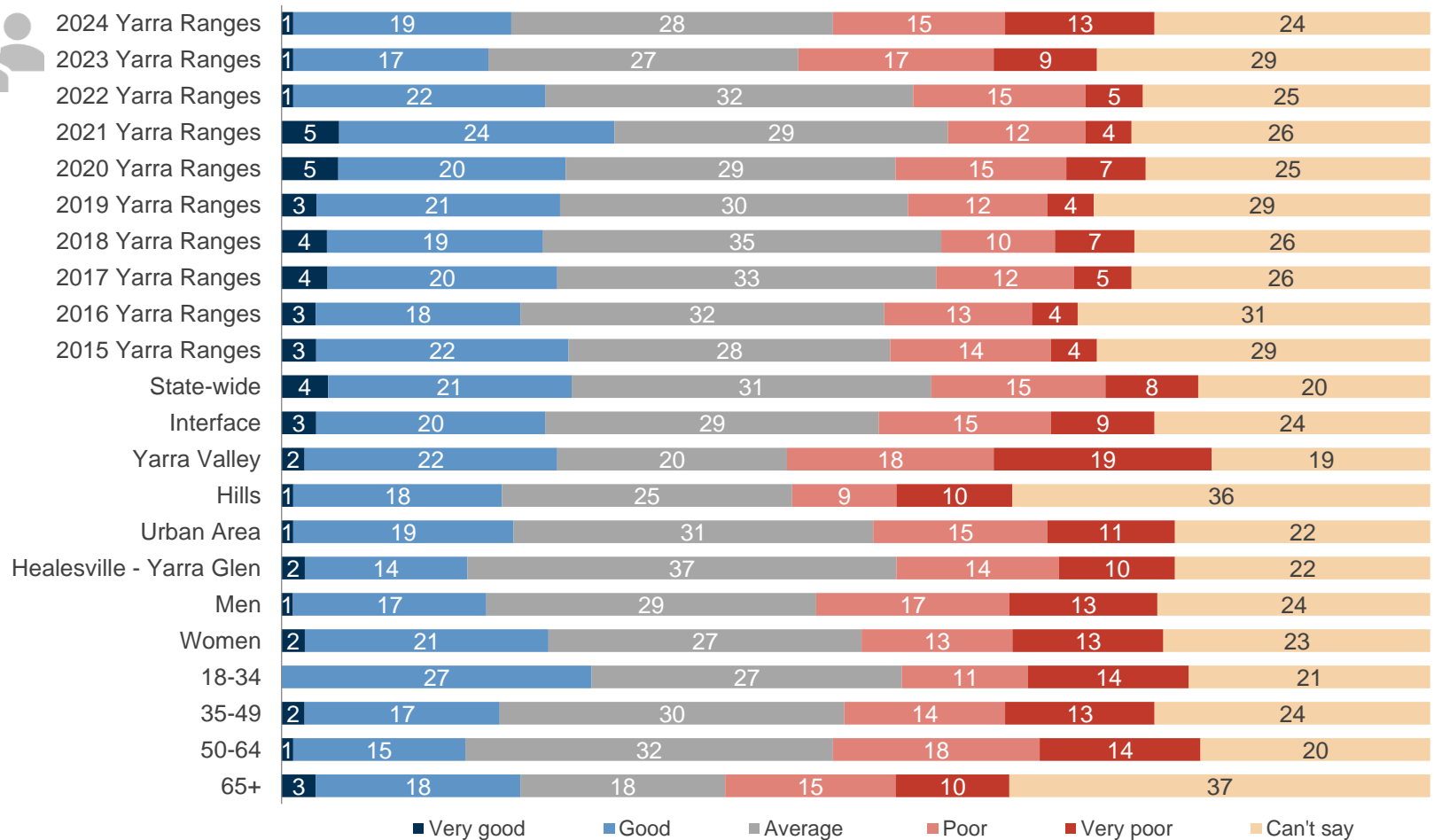
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	51	54	56	53	55	54	54	54	55
Interface	47▲	49	53	55	52	55	56	55	56	58
Urban Area	45	51	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	45	51	53	57	53	58	55	54	50	54
35-49	43	49	53	55	51	55	54	52	51	50
18-34	42	53	60	59	57	60	59	56	55	57
Yarra Ranges	41	48	54	56	53	56	54	53	51	53
50-64	41	42	47	49	46	51	46	51	43	51
Hills	41	47	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	40	45	52	58	54	55	55	54	53	53
Yarra Valley	38	41	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	38	45	55	55	53	53	53	53	51	52
Healesville - Yarra Glen	35	46	47	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?

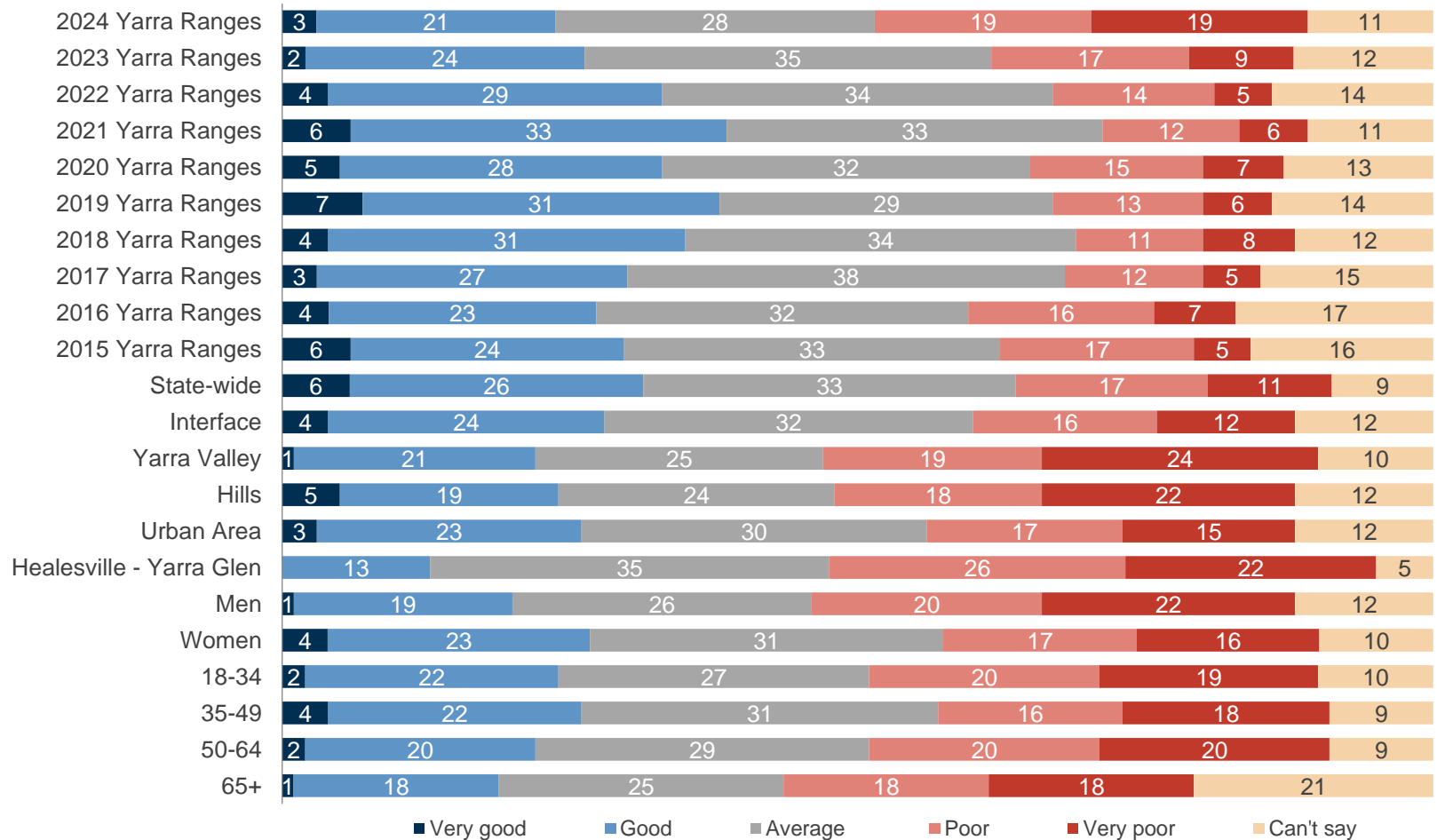
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	48	53	57	54	56	53	53	54	55
Interface	45▲	45	53	57	55	60	57	59	60	60
Urban Area	44▲	50	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	40	45	52	45	55	57	51	61	58	61
Women	40	43	48	53	53	54	49	59	59	58
65+	39	44	51	59	57	58	53	60	62	56
Yarra Ranges	37	43	48	49	53	55	49	57	58	56
35-49	37	41	47	47	51	52	48	54	55	49
50-64	35	42	40	43	47	52	46	53	56	59
Men	35	44	48	46	53	56	49	55	56	55
Hills	32	35	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	32	35	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	28	42	35	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?

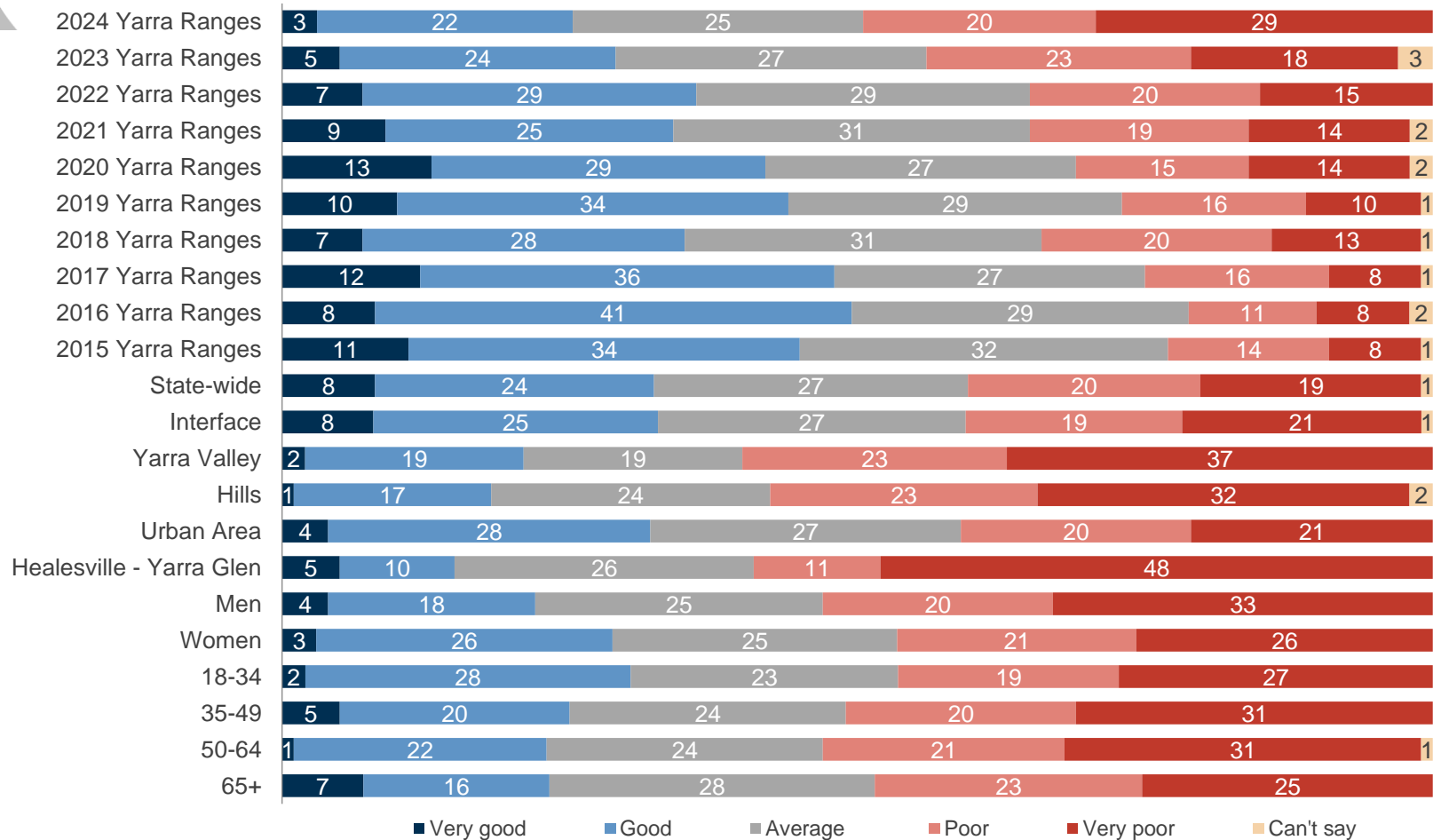
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)

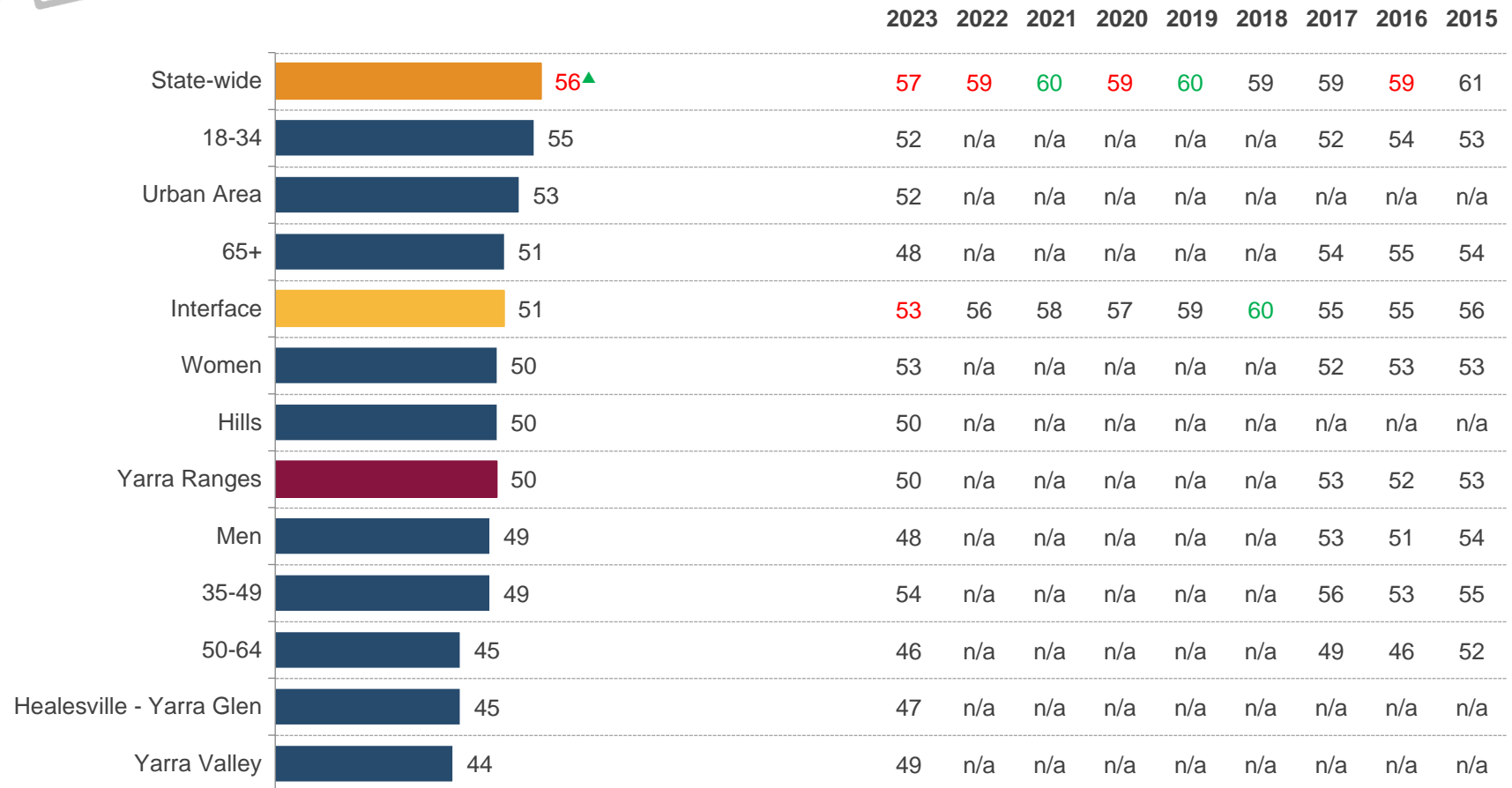




Informing the community performance



2024 informing community performance (index scores)



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

Base: All respondents. Councils asked State-wide: 34 Councils asked group: 2

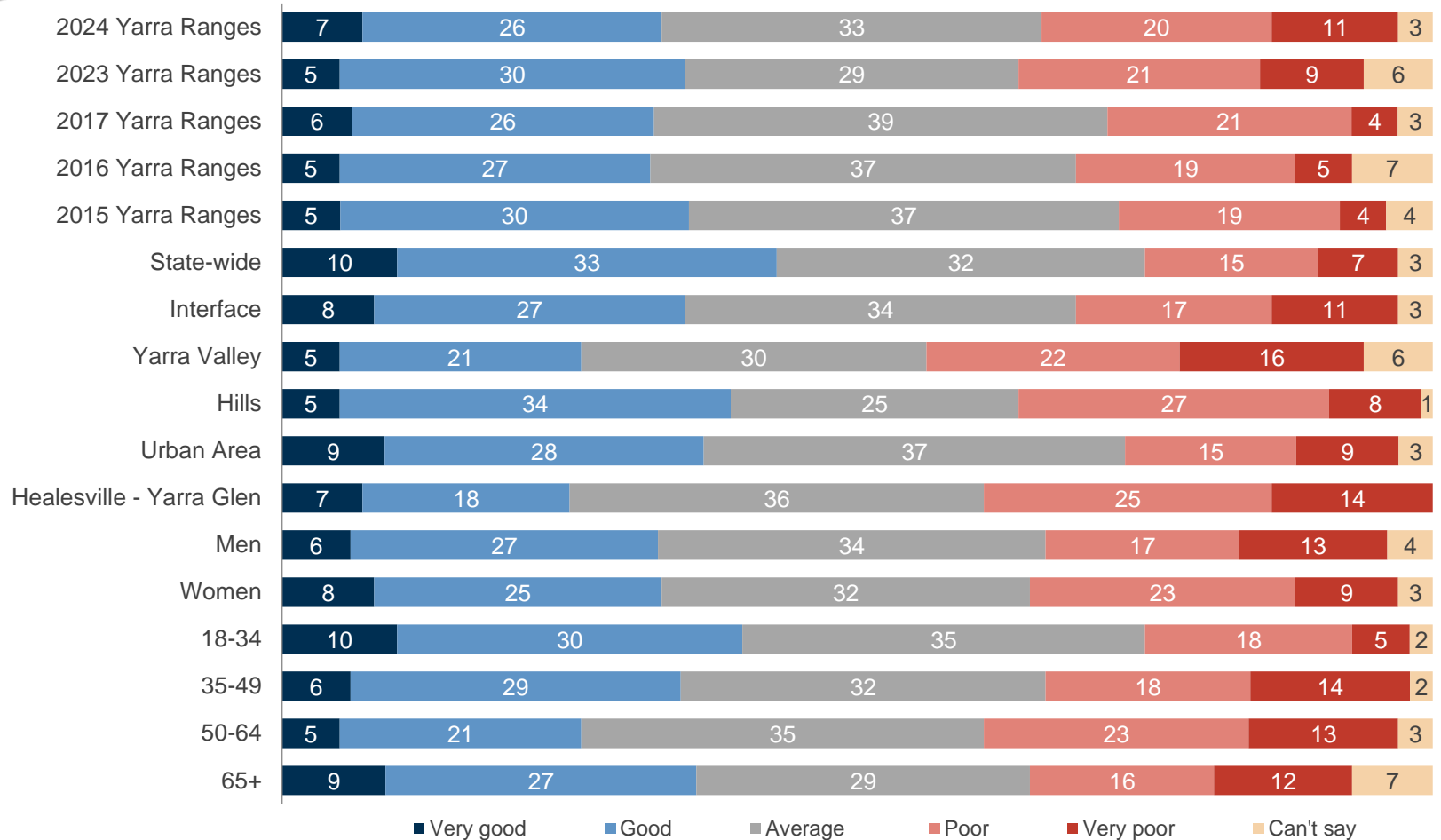
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)



The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	52▲	52	57	59	58	59	58	57	57	58
Urban Area	47	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	46▲	47	54	58	54	60	59	56	57	56
Healesville - Yarra Glen	45	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	45	49	n/a	n/a	n/a	n/a	n/a	60	58	60
Women	43	46	n/a	n/a	n/a	n/a	n/a	56	55	55
Yarra Ranges	42	45	n/a	n/a	n/a	n/a	n/a	56	56	55
35-49	41	42	n/a	n/a	n/a	n/a	n/a	56	54	50
50-64	41	45	n/a	n/a	n/a	n/a	n/a	49	53	57
Men	40	44	n/a	n/a	n/a	n/a	n/a	56	57	55
65+	39	43	n/a	n/a	n/a	n/a	n/a	57	59	53
Yarra Valley	35▼	37	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	34	36	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?

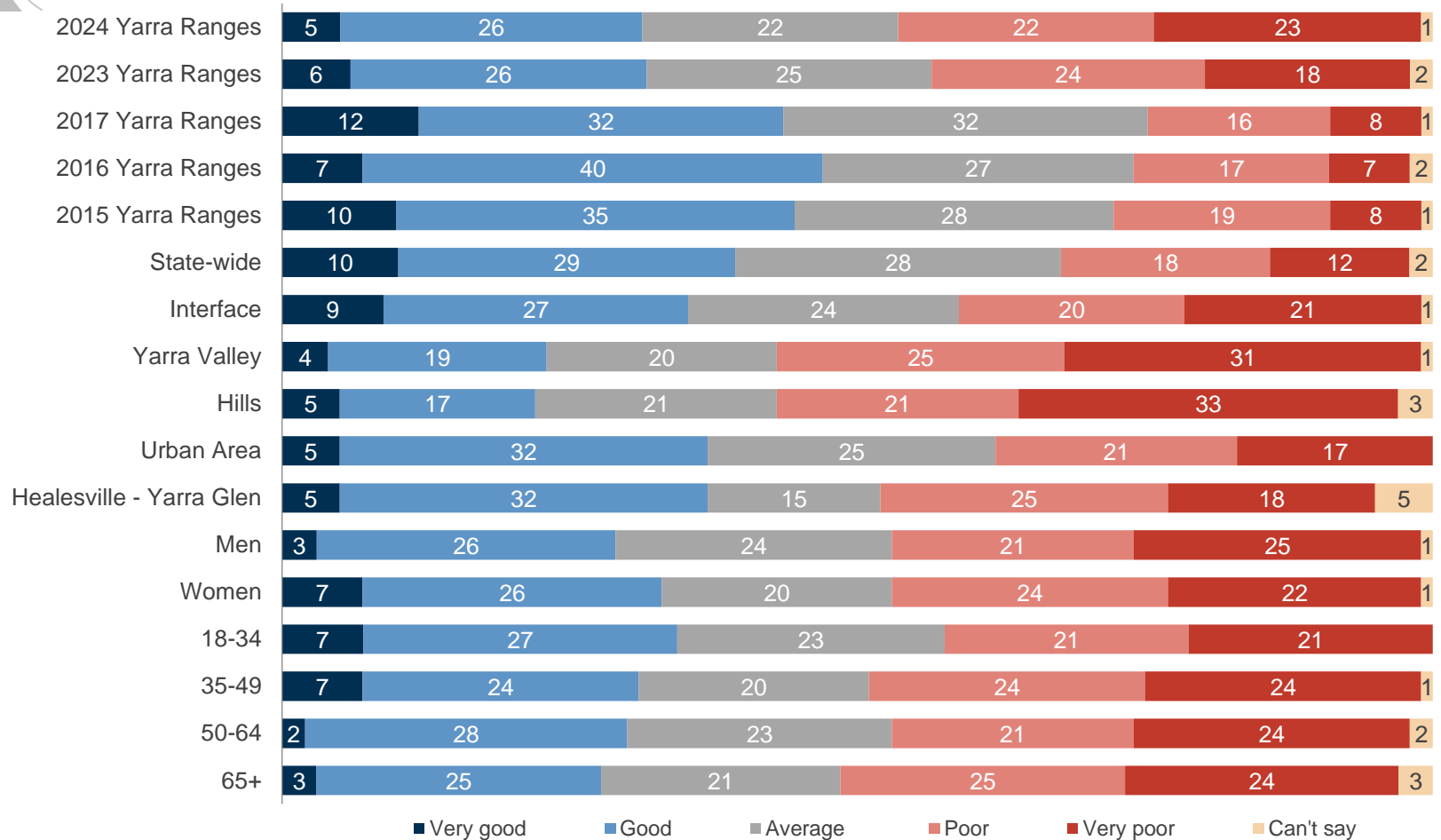
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 2

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

The condition of local streets and footpaths in your area performance



2024 streets and footpaths performance (%)





Traffic management performance



2024 traffic management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	53▲	55	58	59	58	58	57	59	59	60
Women	51	52	n/a	n/a	n/a	n/a	n/a	62	59	62
35-49	51	49	n/a	n/a	n/a	n/a	n/a	58	57	56
Urban Area	49	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	49	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	48	50	n/a	n/a	n/a	n/a	n/a	60	59	68
Yarra Ranges	48	48	n/a	n/a	n/a	n/a	n/a	59	57	61
Interface	48	49	54	52	52	52	51	59	57	61
65+	48	47	n/a	n/a	n/a	n/a	n/a	62	60	59
Hills	47	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	48	n/a	n/a	n/a	n/a	n/a	56	52	58
Yarra Valley	45	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	44	44	n/a	n/a	n/a	n/a	n/a	56	56	59

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

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 1

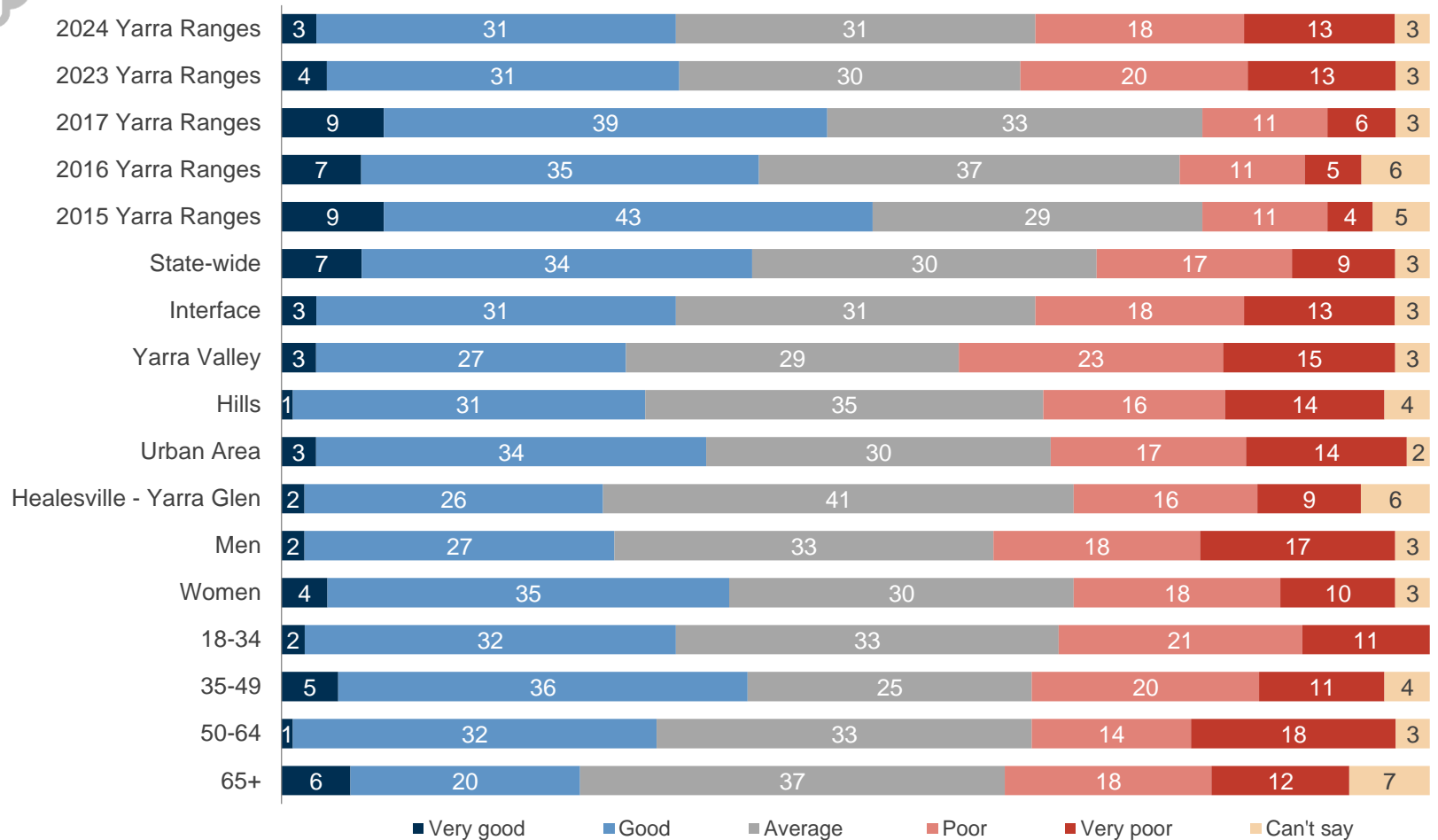
Note: Please see Appendix A for explanation of significant differences.



Traffic management performance



2024 traffic management performance (%)





Parking facilities performance



2024 parking performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Urban Area	60▲	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	63	n/a	n/a	n/a	n/a	n/a	62	57	64
35-49	56	57	n/a	n/a	n/a	n/a	n/a	56	59	62
Women	55	59	n/a	n/a	n/a	n/a	n/a	60	56	58
State-wide	54	55	57	58	55	56	56	55	56	57
Yarra Ranges	54	58	n/a	n/a	n/a	n/a	n/a	58	56	60
Interface	54	56	56	57	58	57	57	57	56	60
Men	53	56	n/a	n/a	n/a	n/a	n/a	56	57	62
Hills	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	59	n/a	n/a	n/a	n/a	n/a	55	53	59
Healesville - Yarra Glen	51	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	45▼	54	n/a	n/a	n/a	n/a	n/a	58	56	56
Yarra Valley	44▼	55	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: 17 Councils asked group: 1

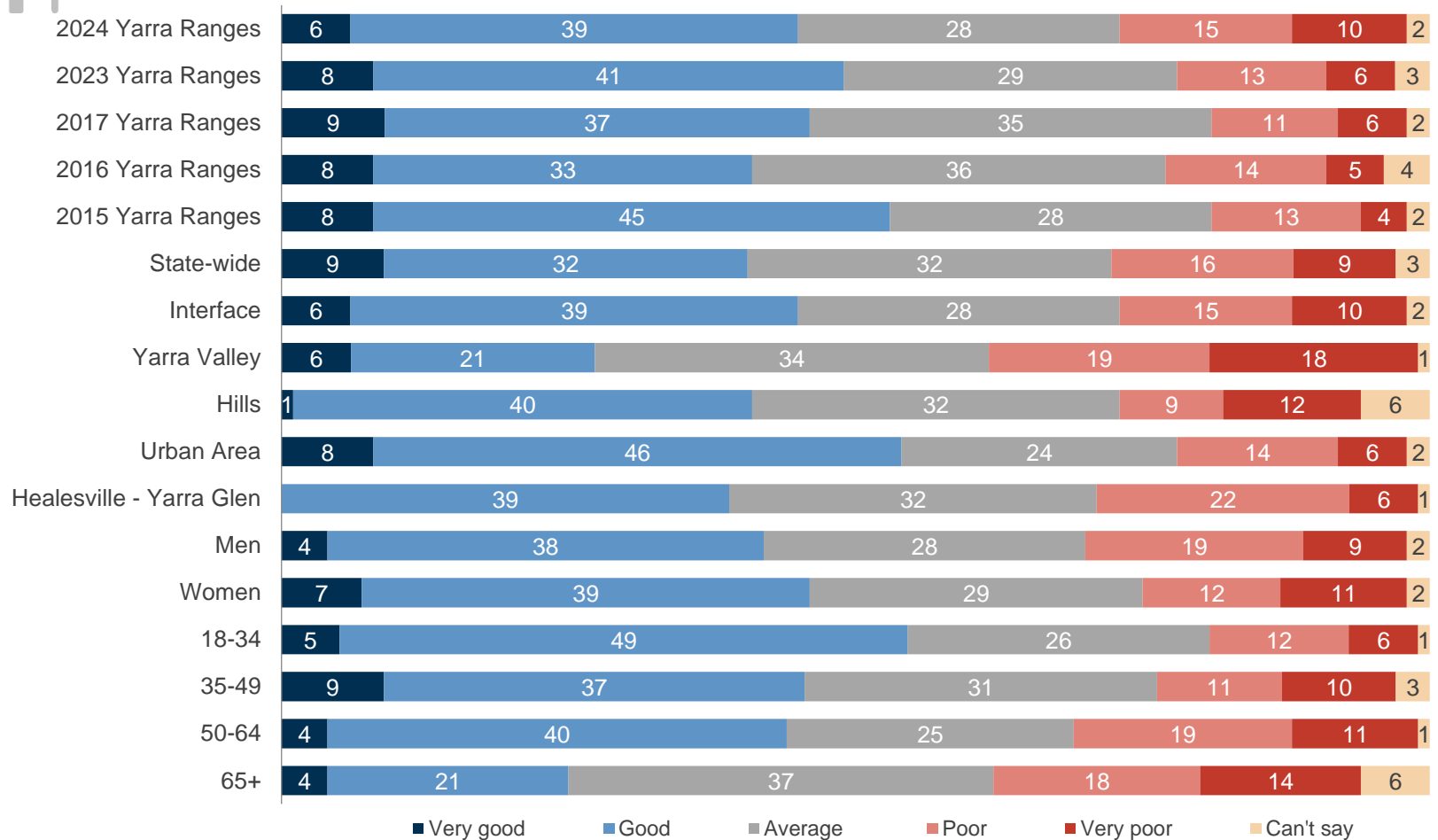
Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2024 parking performance (%)





Enforcement of local laws performance



2024 law enforcement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	61 ▲	61	63	64	63	64	64	64	63	66
18-34	60	66	n/a	n/a	n/a	n/a	n/a	70	66	68
Urban Area	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	59	n/a	n/a	n/a	n/a	n/a	65	64	66
Interface	58	57	61	63	59	62	61	60	61	65
35-49	57	61	n/a	n/a	n/a	n/a	n/a	61	61	67
Yarra Ranges	57	59	n/a	n/a	n/a	n/a	n/a	64	61	66
50-64	56	54	n/a	n/a	n/a	n/a	n/a	60	56	65
Hills	56	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	59	n/a	n/a	n/a	n/a	n/a	62	59	66
Yarra Valley	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	52	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	51	52	n/a	n/a	n/a	n/a	n/a	63	62	64

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 2

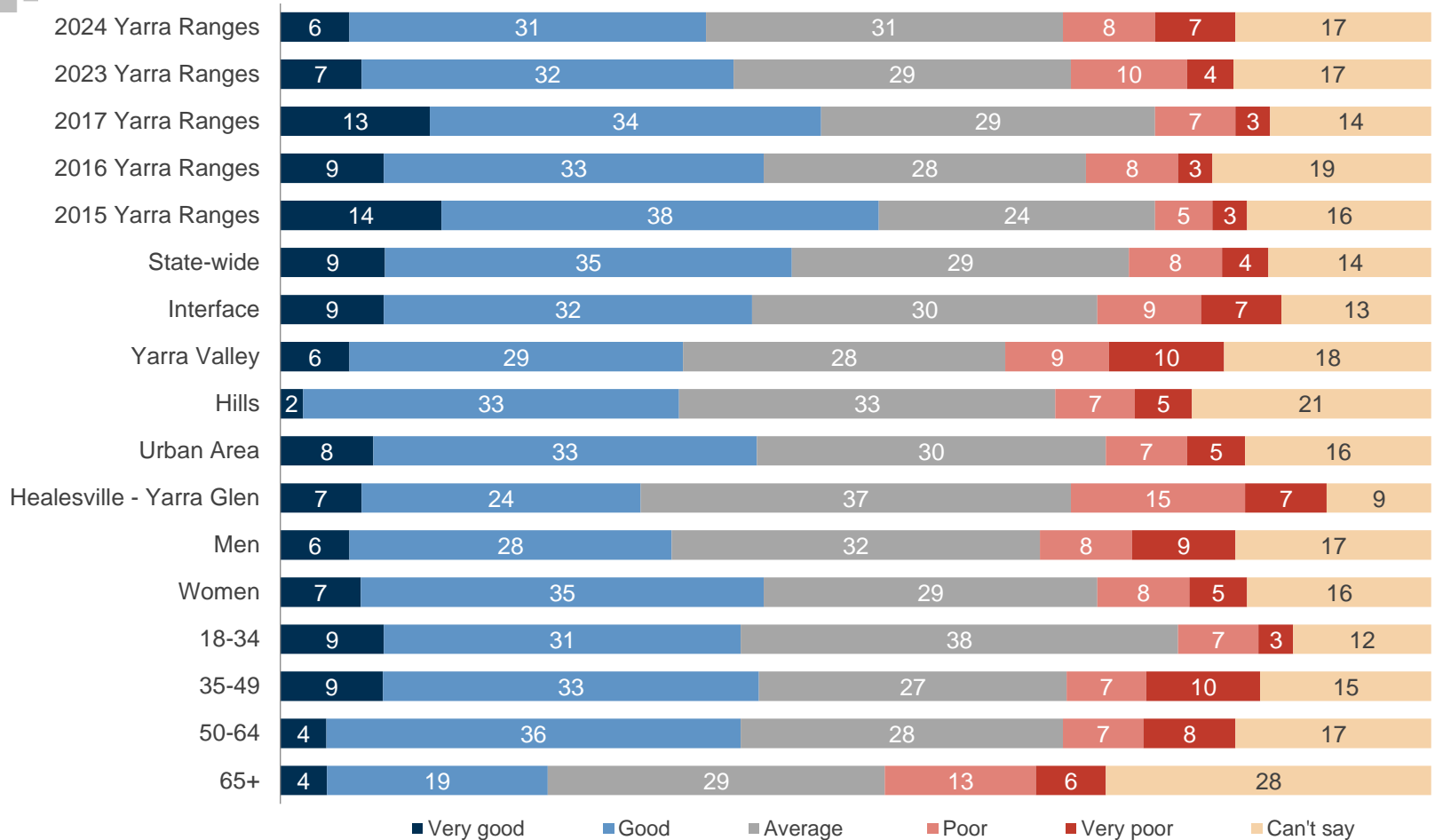
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)





Family support services performance



2024 family support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	65▲	63	n/a	n/a	n/a	n/a	n/a	67	63	67
State-wide	63▲	63	65	66	66	67	66	67	66	67
Urban Area	62	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	61	59	n/a	n/a	n/a	n/a	n/a	66	64	65
35-49	60	58	n/a	n/a	n/a	n/a	n/a	68	66	64
Yarra Ranges	59	57	n/a	n/a	n/a	n/a	n/a	66	63	66
Interface	59	57	64	65	63	67	67	65	65	66
Hills	58	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	56	54	n/a	n/a	n/a	n/a	n/a	65	62	67
50-64	55	57	n/a	n/a	n/a	n/a	n/a	60	56	64
Yarra Valley	53▼	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	53	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	52	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: 27 Councils asked group: 1

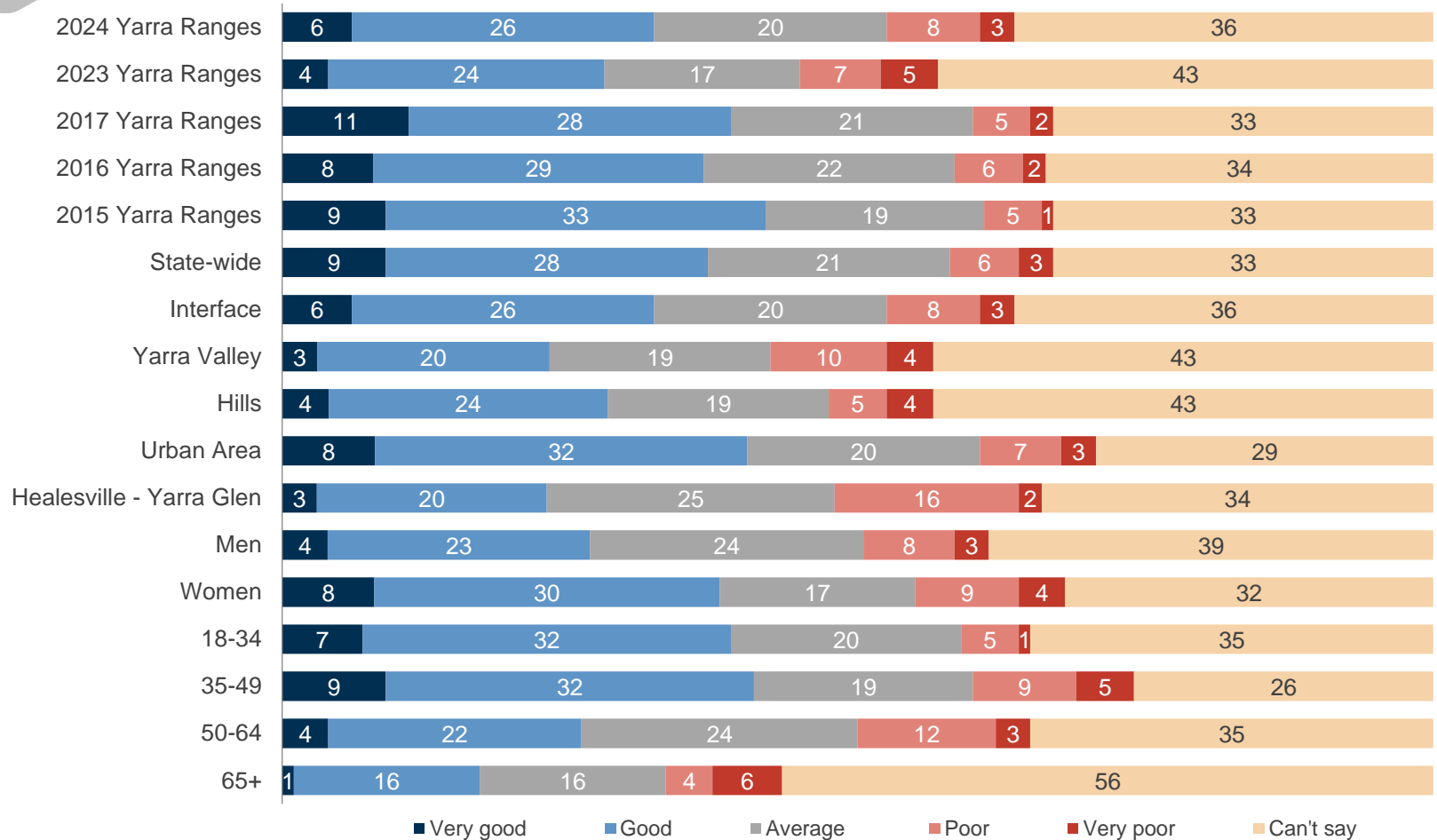
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2024 family support performance (%)





Elderly support services performance



2024 elderly support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	63▲	63	67	69	68	68	68	68	68	69
Urban Area	59▲	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	57	n/a	n/a	n/a	n/a	n/a	59	57	67
Men	55	54	n/a	n/a	n/a	n/a	n/a	61	59	66
35-49	55	54	n/a	n/a	n/a	n/a	n/a	57	61	64
Yarra Ranges	53	52	n/a	n/a	n/a	n/a	n/a	60	59	65
Interface	53	52	64	67	65	66	67	64	59	65
Hills	53	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	52	50	n/a	n/a	n/a	n/a	n/a	60	60	65
50-64	52	52	n/a	n/a	n/a	n/a	n/a	59	54	61
Yarra Valley	47	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	46	n/a	n/a	n/a	n/a	n/a	66	66	68
Healesville - Yarra Glen	44▼	54	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: 23 Councils asked group: 1

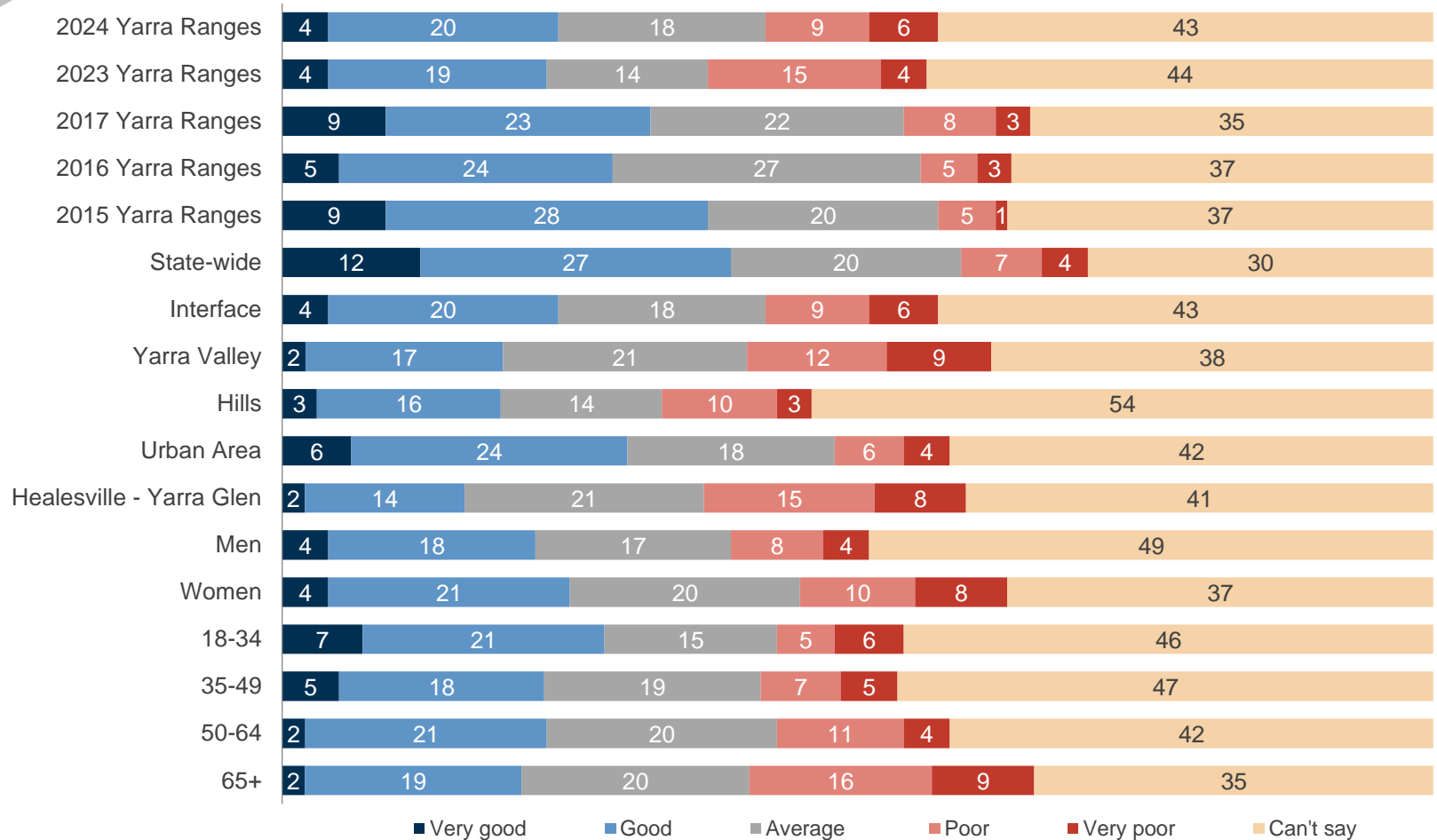
Note: Please see Appendix A for explanation of significant differences.



Elderly support services performance



2024 elderly support performance (%)





Disadvantaged support services performance



2024 disadvantaged support performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	58▲	59	62	63	60	62	61	61	61	62
Urban Area	54▲	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	52	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	62
18-34	52	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63
35-49	52	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
Hills	50	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	49	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
Interface	49	51	60	62	59	60	62	56	58	61
50-64	47	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
Women	47	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
65+	44	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
Yarra Valley	42▼	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	41▼	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 1

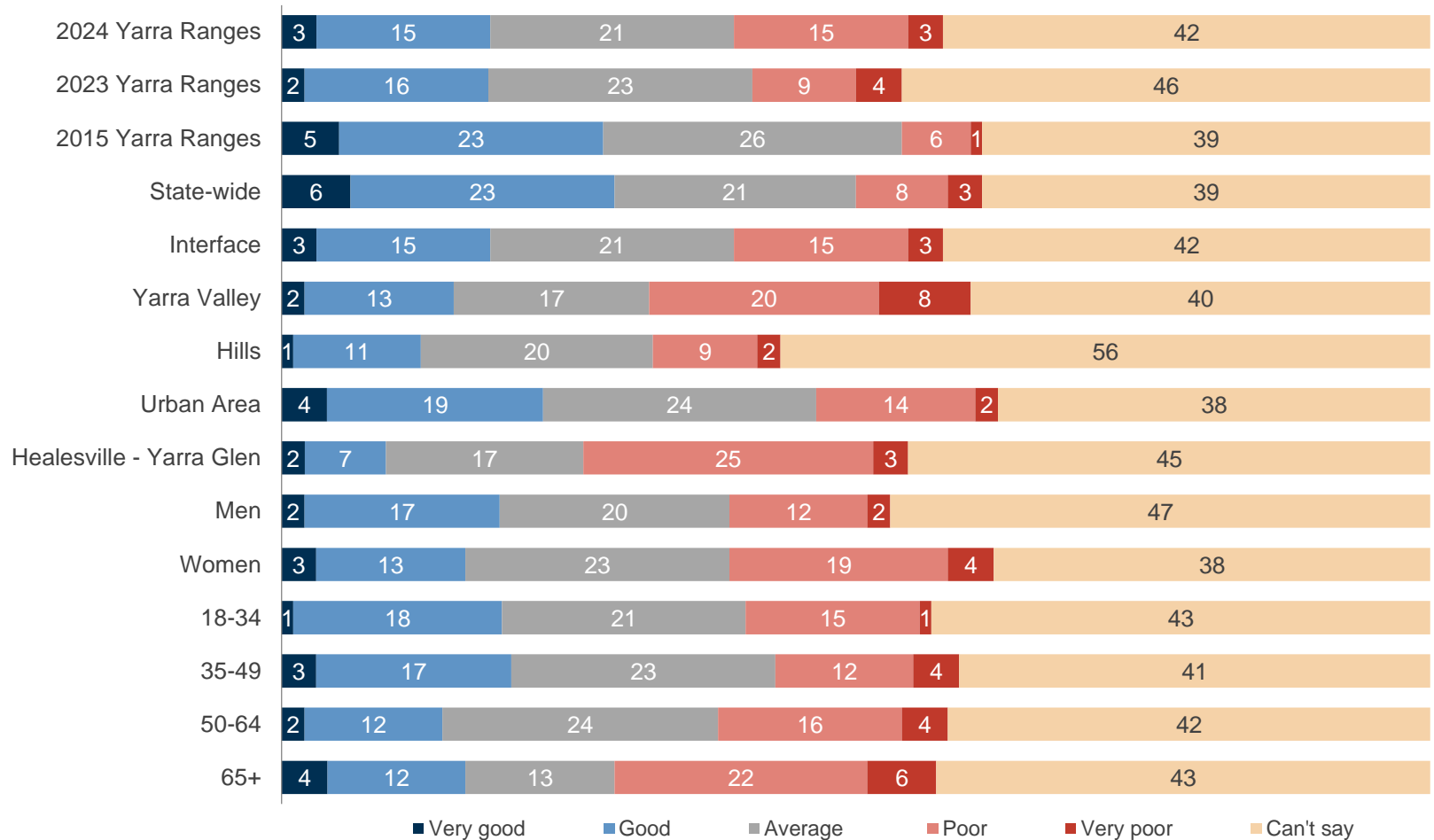
Note: Please see Appendix A for explanation of significant differences.



Disadvantaged support services performance



2024 disadvantaged support performance (%)





Recreational facilities performance



2024 recreational facilities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	68▲	68	69	71	70	70	69	70	69	70
35-49	66	67	n/a	n/a	n/a	n/a	n/a	70	64	68
65+	66	64	n/a	n/a	n/a	n/a	n/a	71	71	73
Urban Area	65	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	65	n/a	n/a	n/a	n/a	n/a	68	70	72
Yarra Ranges	63	66	n/a	n/a	n/a	n/a	n/a	68	68	71
Interface	63	66	67	68	67	70	68	66	67	68
Yarra Valley	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	67	n/a	n/a	n/a	n/a	n/a	69	66	70
18-34	62	68	n/a	n/a	n/a	n/a	n/a	65	73	70
Hills	61	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	64	n/a	n/a	n/a	n/a	n/a	67	63	72
Healesville - Yarra Glen	59	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: 40 Councils asked group: 1

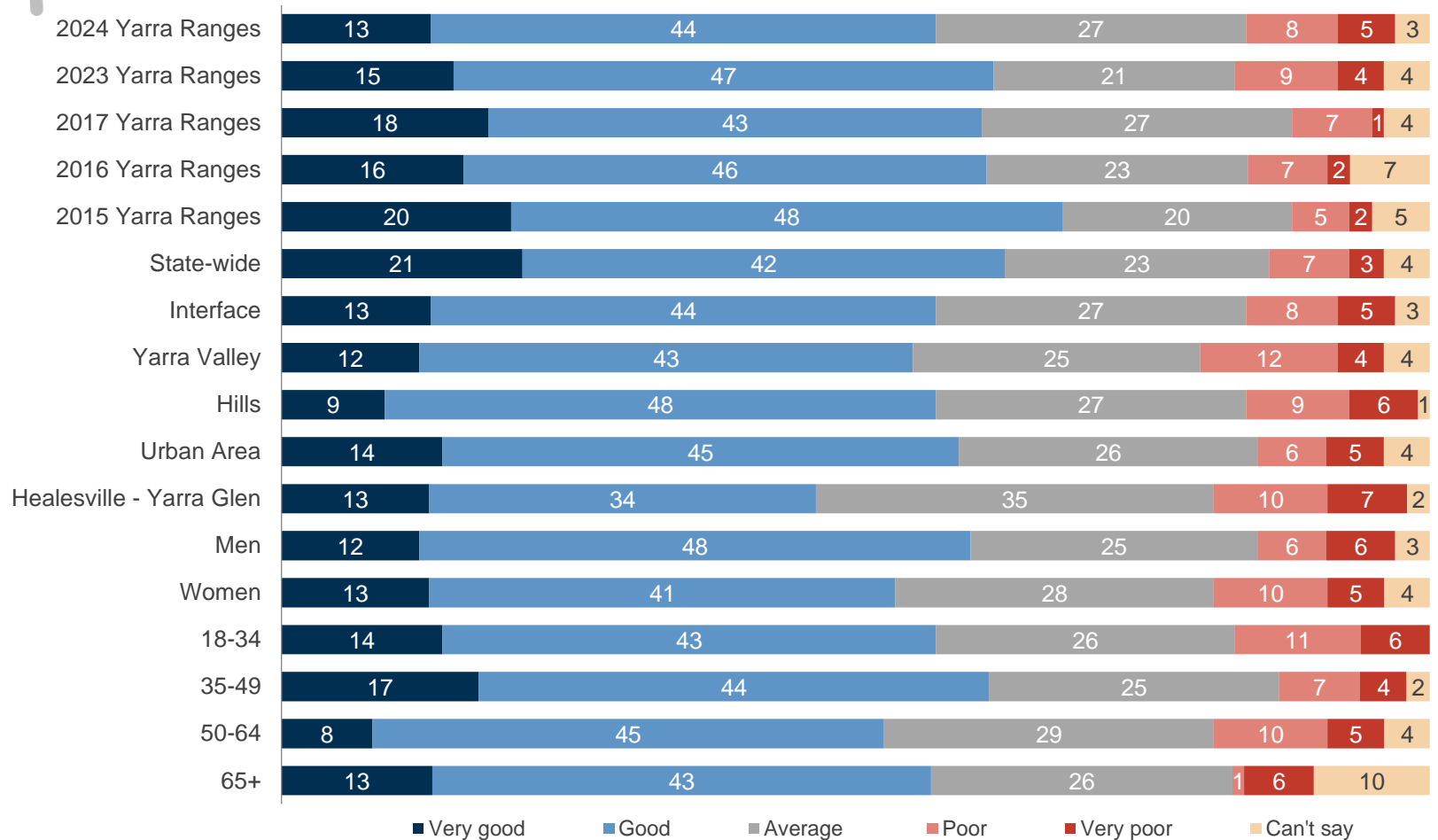
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)





The appearance of public areas performance



2024 public areas performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	68▲	67	71	73	72	72	71	71	71	72
18-34	66	67	n/a	n/a	n/a	n/a	n/a	67	68	69
Urban Area	66	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	61	n/a	n/a	n/a	n/a	n/a	67	66	63
Women	62	64	n/a	n/a	n/a	n/a	n/a	67	66	68
Yarra Ranges	62	62	n/a	n/a	n/a	n/a	n/a	67	66	66
Men	61	61	n/a	n/a	n/a	n/a	n/a	67	67	65
65+	60	59	n/a	n/a	n/a	n/a	n/a	71	69	66
Yarra Valley	59	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	62	n/a	n/a	n/a	n/a	n/a	64	62	68
Hills	57	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	56▼	56	62	68	65	69	68	66	66	67

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

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 3

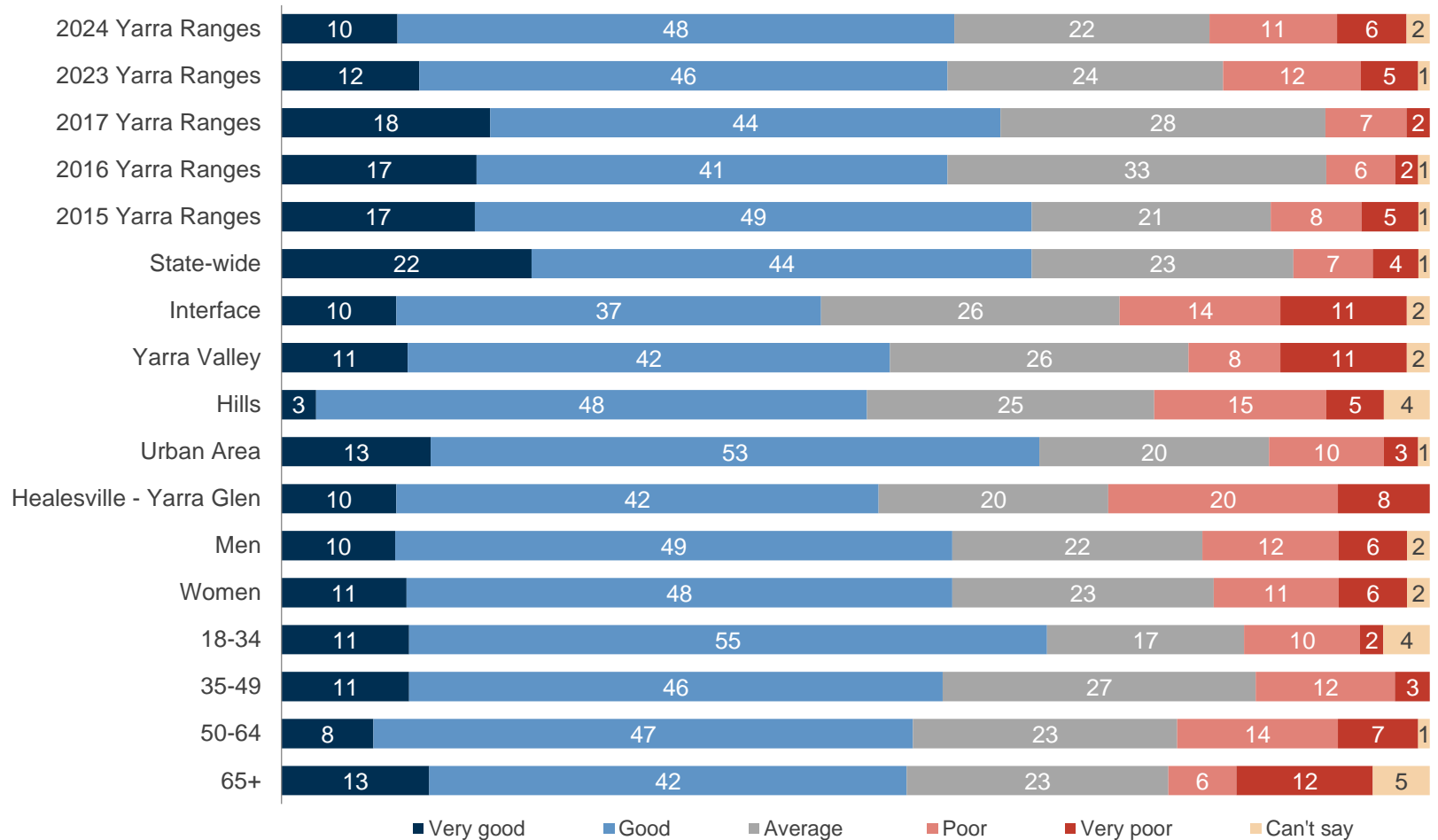
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)





Art centres and libraries performance



2024 art centres and libraries performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	73▲	73	73	73	74	74	74	73	72	73
Yarra Valley	73	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	70	n/a	n/a	n/a	n/a	n/a	69	68	69
65+	71	68	n/a	n/a	n/a	n/a	n/a	70	71	72
Women	70	70	n/a	n/a	n/a	n/a	n/a	70	67	72
Yarra Ranges	69	69	n/a	n/a	n/a	n/a	n/a	69	68	72
Urban Area	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	68	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	67	70	69	71	71	75	75	72	68	72
Men	67	67	n/a	n/a	n/a	n/a	n/a	68	68	72
50-64	67	69	n/a	n/a	n/a	n/a	n/a	67	65	71
18-34	67	68	n/a	n/a	n/a	n/a	n/a	70	65	75
Healesville - Yarra Glen	63	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: 28 Councils asked group: 2

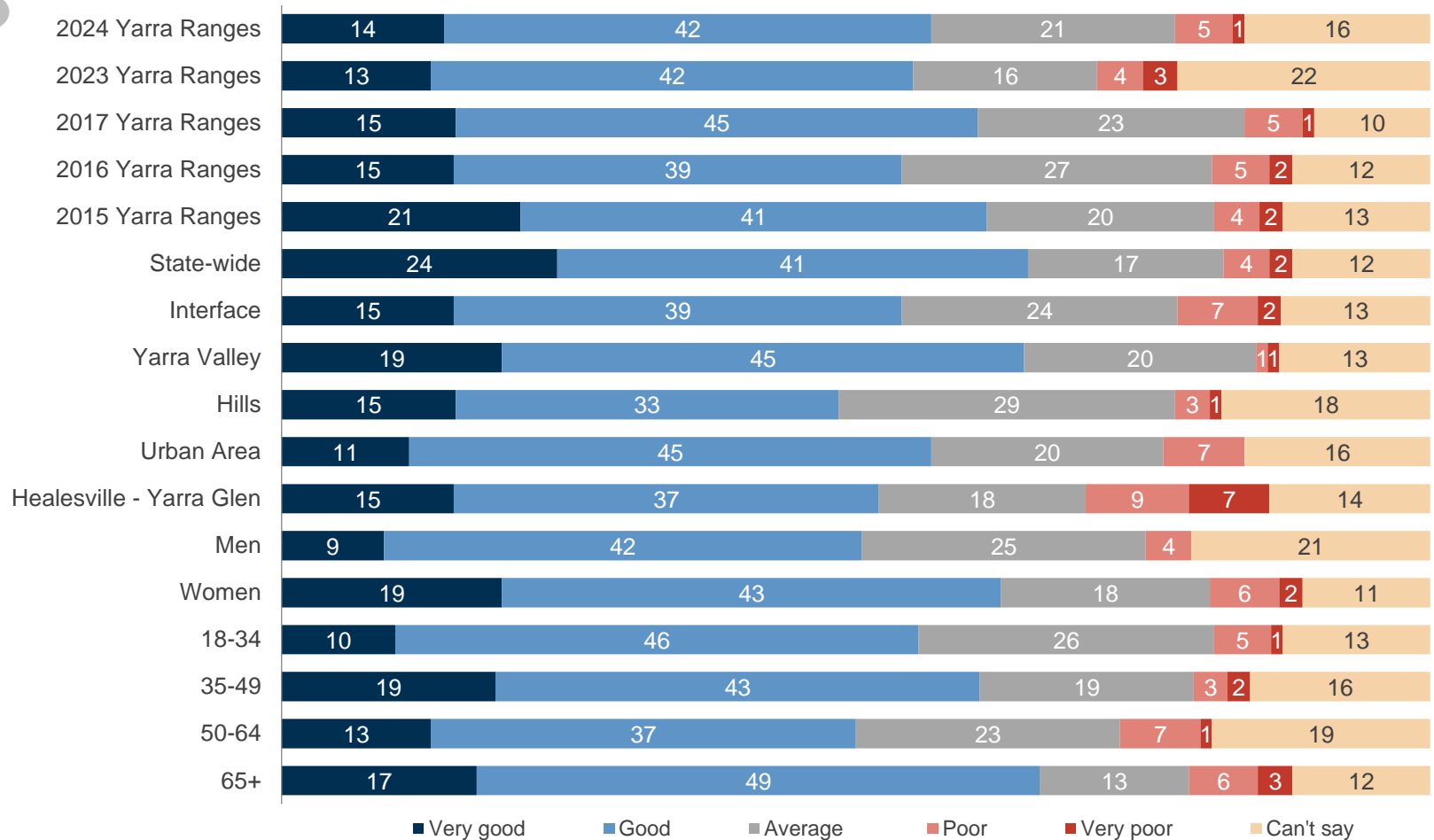
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)





Community and cultural activities performance



2024 community and cultural activities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	66▲	66	65	65	68	69	69	69	69	69
Urban Area	63	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	62	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	61	n/a	n/a	n/a	n/a	n/a	63	64	64
Women	62	63	n/a	n/a	n/a	n/a	n/a	64	64	65
Interface	62	62	62	66	68	67	64	63	65	
65+	62	57	n/a	n/a	n/a	n/a	n/a	66	64	67
Yarra Ranges	60	60	n/a	n/a	n/a	n/a	n/a	63	63	65
35-49	60	63	n/a	n/a	n/a	n/a	n/a	62	63	63
Men	59	57	n/a	n/a	n/a	n/a	n/a	62	62	64
50-64	59	59	n/a	n/a	n/a	n/a	n/a	62	61	65
Yarra Valley	56	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	55	56	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: 26 Councils asked group: 2

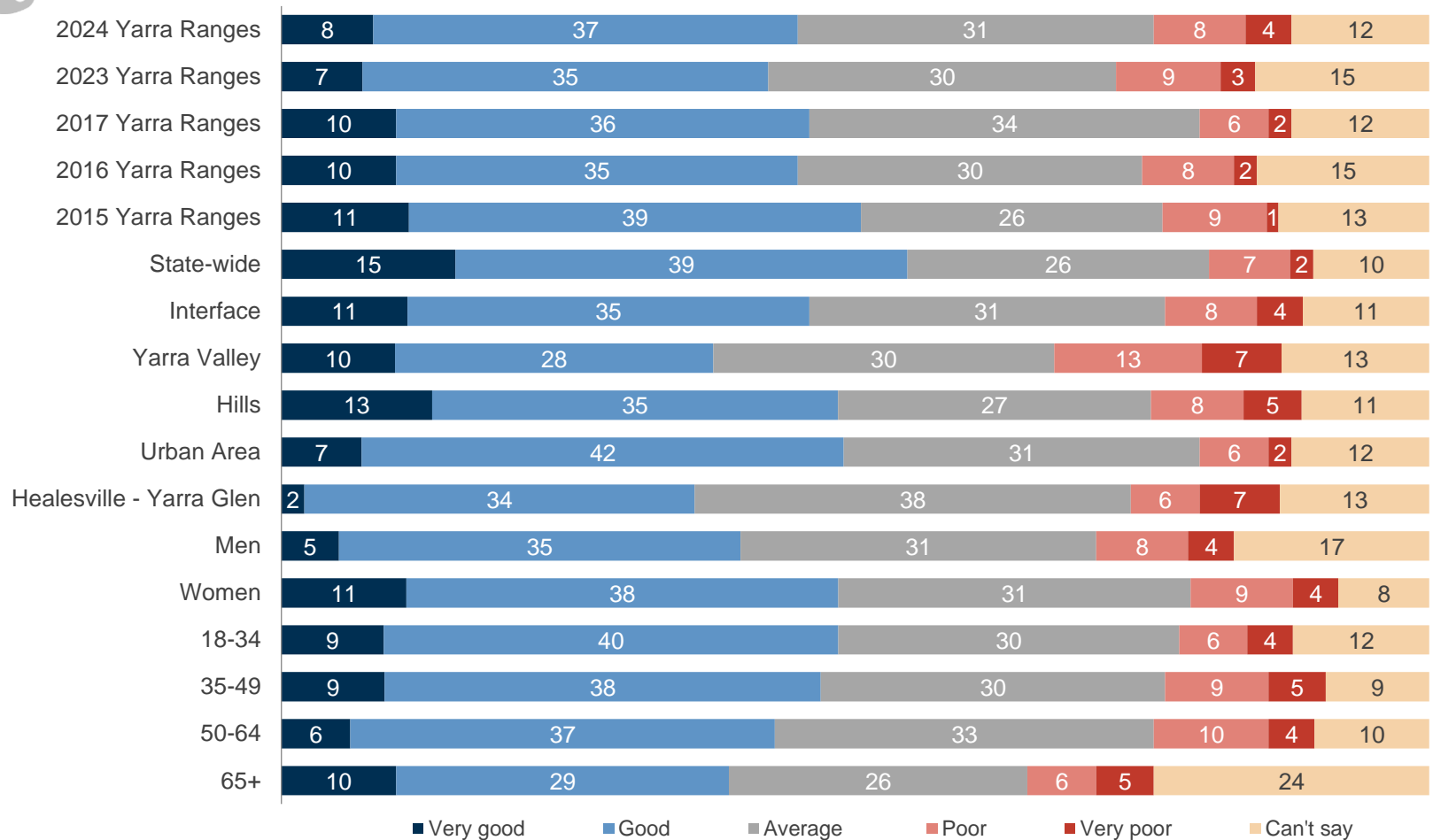
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2024 community and cultural activities performance (%)





Waste management performance



2024 waste management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	67▲	66	68	69	65	68	70	71	70	72
Interface	65▲	67	69	71	65	70	68	71	71	73
65+	60	66	72	75	n/a	n/a	n/a	75	71	73
18-34	57	69	77	71	n/a	n/a	n/a	71	69	75
Hills	55	62	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	65	73	74	n/a	n/a	n/a	71	66	71
Urban Area	53	66	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	53	65	71	73	n/a	n/a	n/a	72	68	72
Yarra Valley	53	64	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	64	69	72	n/a	n/a	n/a	72	70	73
50-64	49	59	64	71	n/a	n/a	n/a	69	64	72
35-49	49	62	67	74	n/a	n/a	n/a	70	68	67
Healesville - Yarra Glen	47	64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3

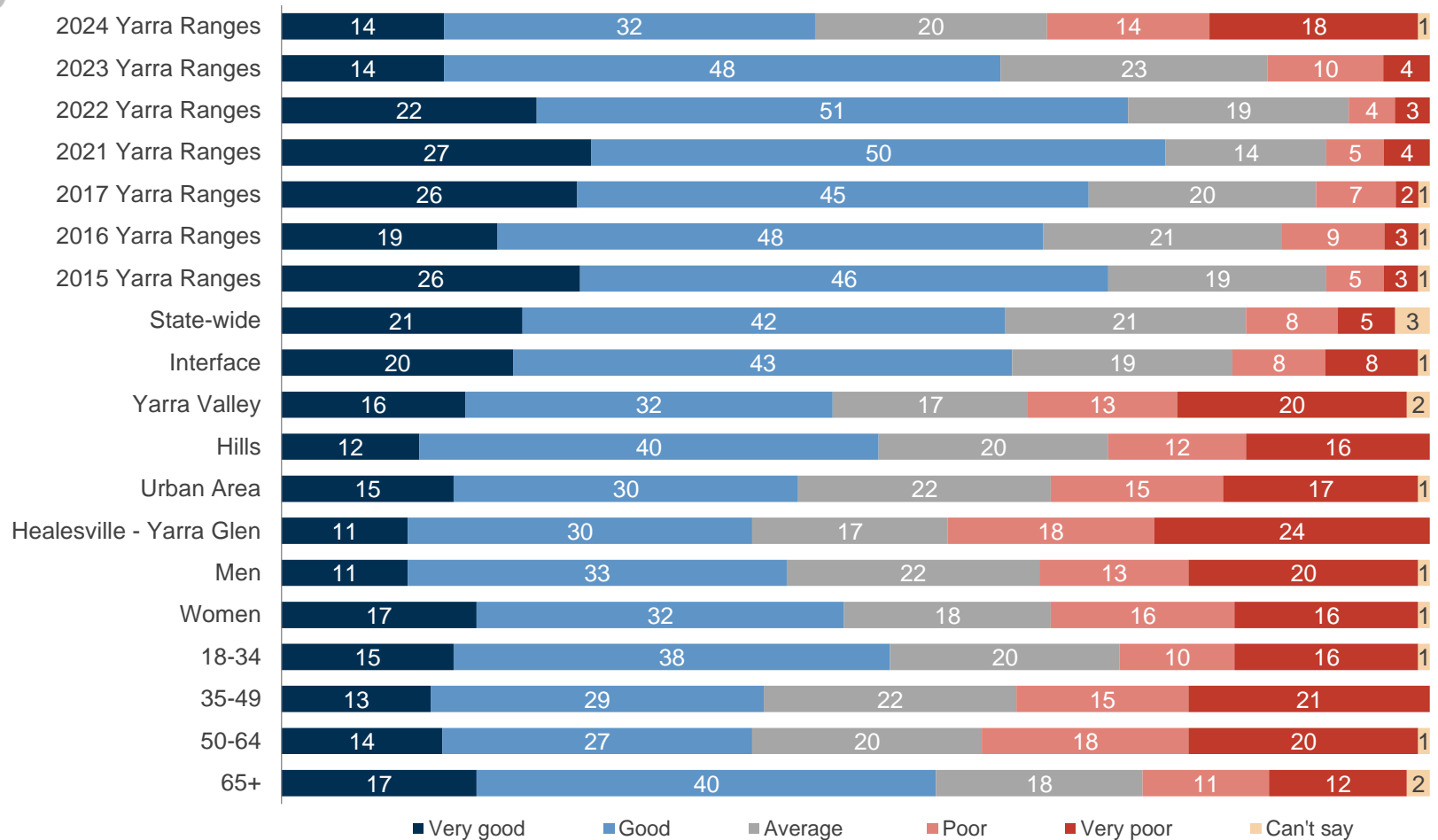
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)





Council's general town planning policy performance



2024 town planning performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	50	54	55	54	55	54	53	52	54
Urban Area	47▲	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	45	48	n/a	n/a	n/a	n/a	n/a	53	51	54
35-49	45	44	n/a	n/a	n/a	n/a	n/a	51	47	54
Yarra Ranges	42	46	n/a	n/a	n/a	n/a	n/a	52	51	54
Interface	42	45	53	53	52	53	55	51	52	55
50-64	42	42	n/a	n/a	n/a	n/a	n/a	47	46	50
18-34	42	53	n/a	n/a	n/a	n/a	n/a	58	57	58
Hills	41	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	39	44	n/a	n/a	n/a	n/a	n/a	50	50	55
65+	39	44	n/a	n/a	n/a	n/a	n/a	50	52	55
Yarra Valley	38	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	37	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 1

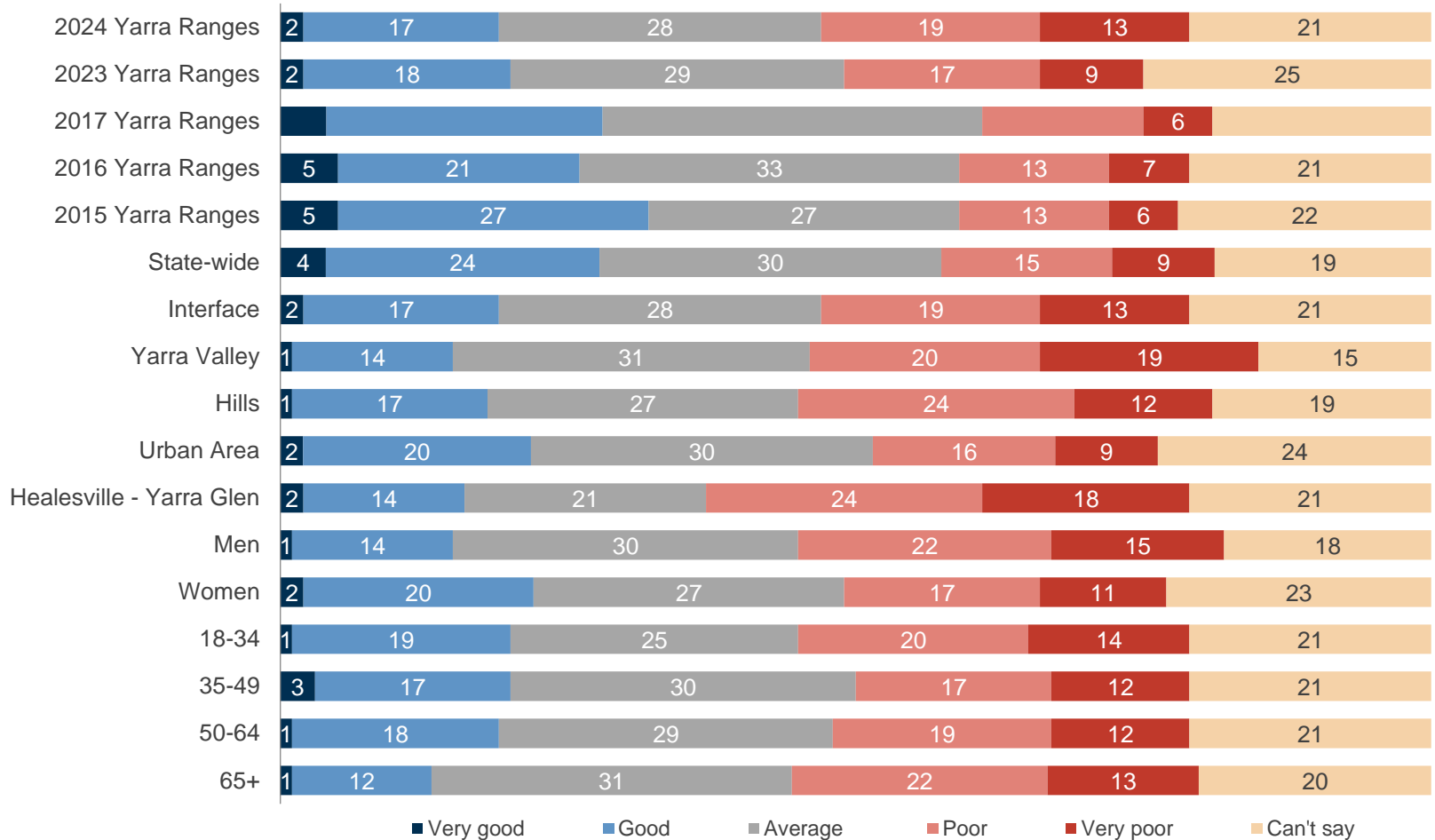
Note: Please see Appendix A for explanation of significant differences.



Council's general town planning policy performance



2024 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: 19 Councils asked group: 1

*Caution: small sample size < n=30



Planning and building permits performance



2024 planning and building permits performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	47	50	51	51	52	52	51	50	54
Interface	45▲	38	50	52	51	55	54	46	46	49
Urban Area	43▲	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	38	43	n/a	n/a	n/a	n/a	n/a	50	51	55
Women	37	41	n/a	n/a	n/a	n/a	n/a	46	45	49
50-64	36	35	n/a	n/a	n/a	n/a	n/a	44	40	45
35-49	35	37	n/a	n/a	n/a	n/a	n/a	43	44	47
Yarra Ranges	35	38	n/a	n/a	n/a	n/a	n/a	46	46	49
Men	33	35	n/a	n/a	n/a	n/a	n/a	46	46	49
Hills	31	34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	27▼	32	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	27▼	36	n/a	n/a	n/a	n/a	n/a	46	46	47
Healesville - Yarra Glen	25▼	35	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: 29 Councils asked group: 2

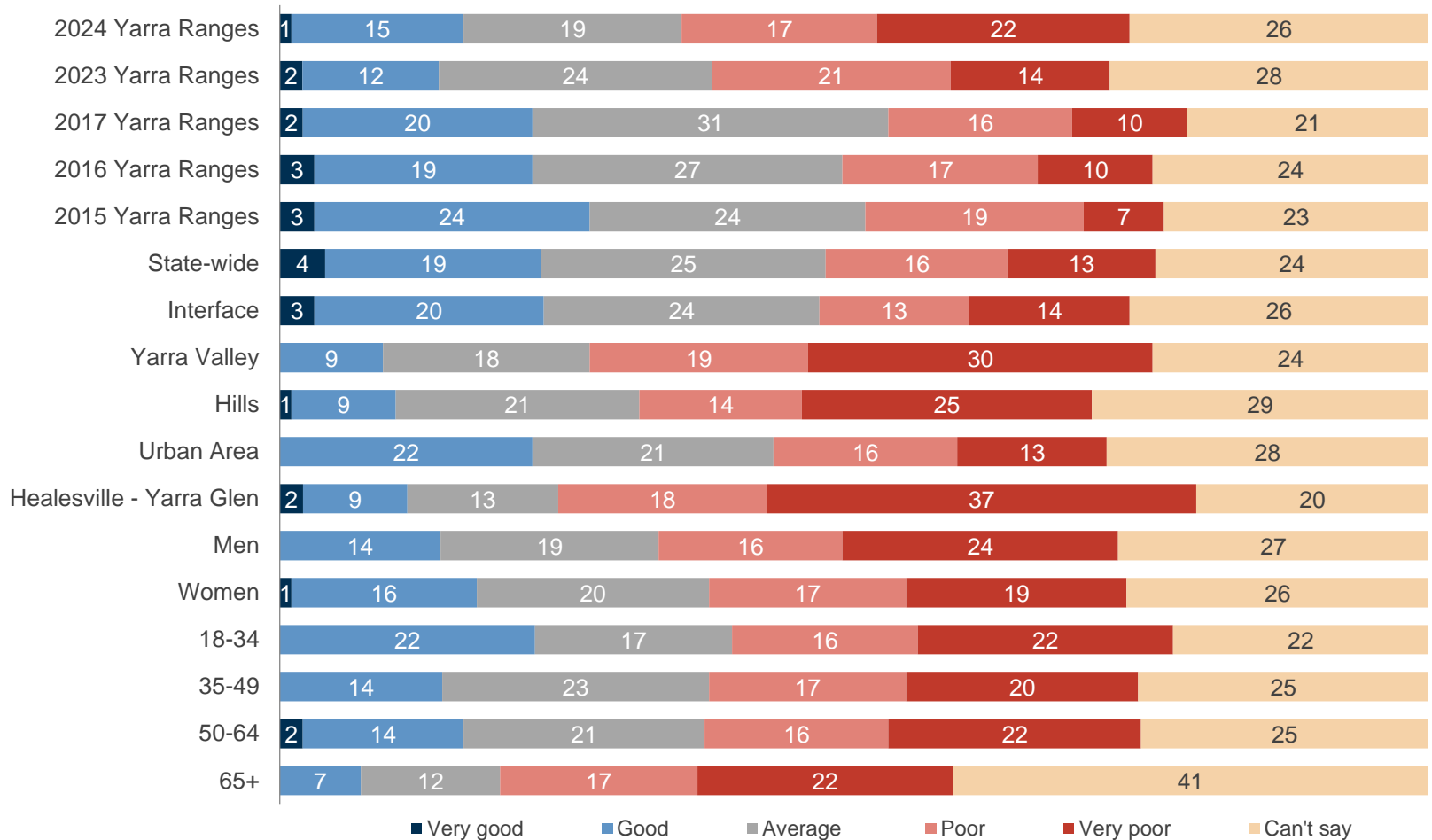
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)

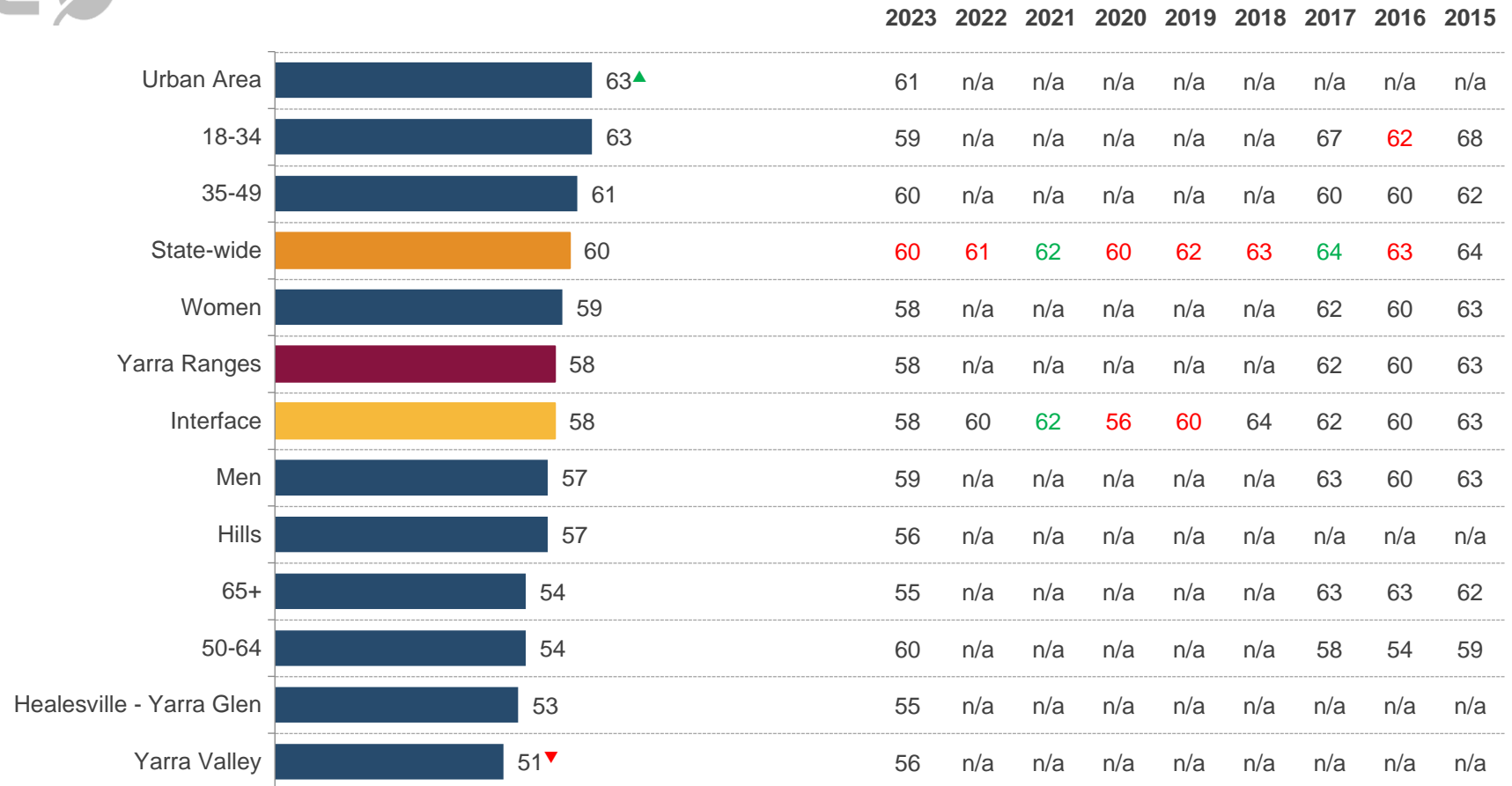




Environmental sustainability performance



2024 environmental sustainability performance (index scores)



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

Base: All respondents. Councils asked State-wide: 34 Councils asked group: 1

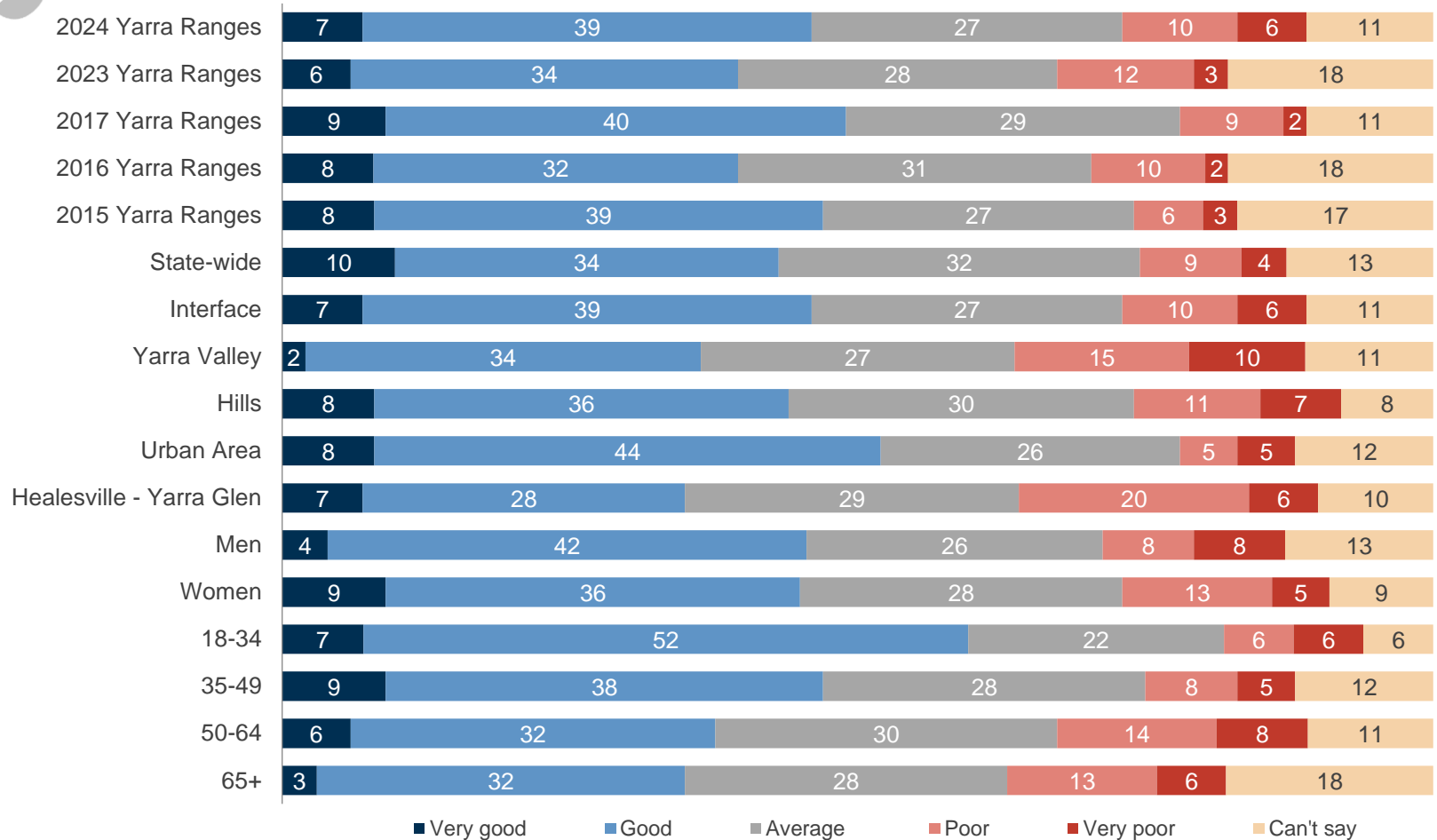
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)





Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	65▲	65	66	71	68	72	71	70	69	70
Yarra Valley	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Urban Area	61	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61	62	n/a	n/a	n/a	n/a	n/a	73	75	71
Interface	61	62	64	69	66	73	70	69	69	70
65+	61	59	n/a	n/a	n/a	n/a	n/a	71	72	71
Women	60	61	n/a	n/a	n/a	n/a	n/a	71	71	71
35-49	60	60	n/a	n/a	n/a	n/a	n/a	67	66	68
Yarra Ranges	59	59	n/a	n/a	n/a	n/a	n/a	70	69	70
Men	57	56	n/a	n/a	n/a	n/a	n/a	70	68	69
50-64	55	53	n/a	n/a	n/a	n/a	n/a	69	65	69
Hills	52▼	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	51	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

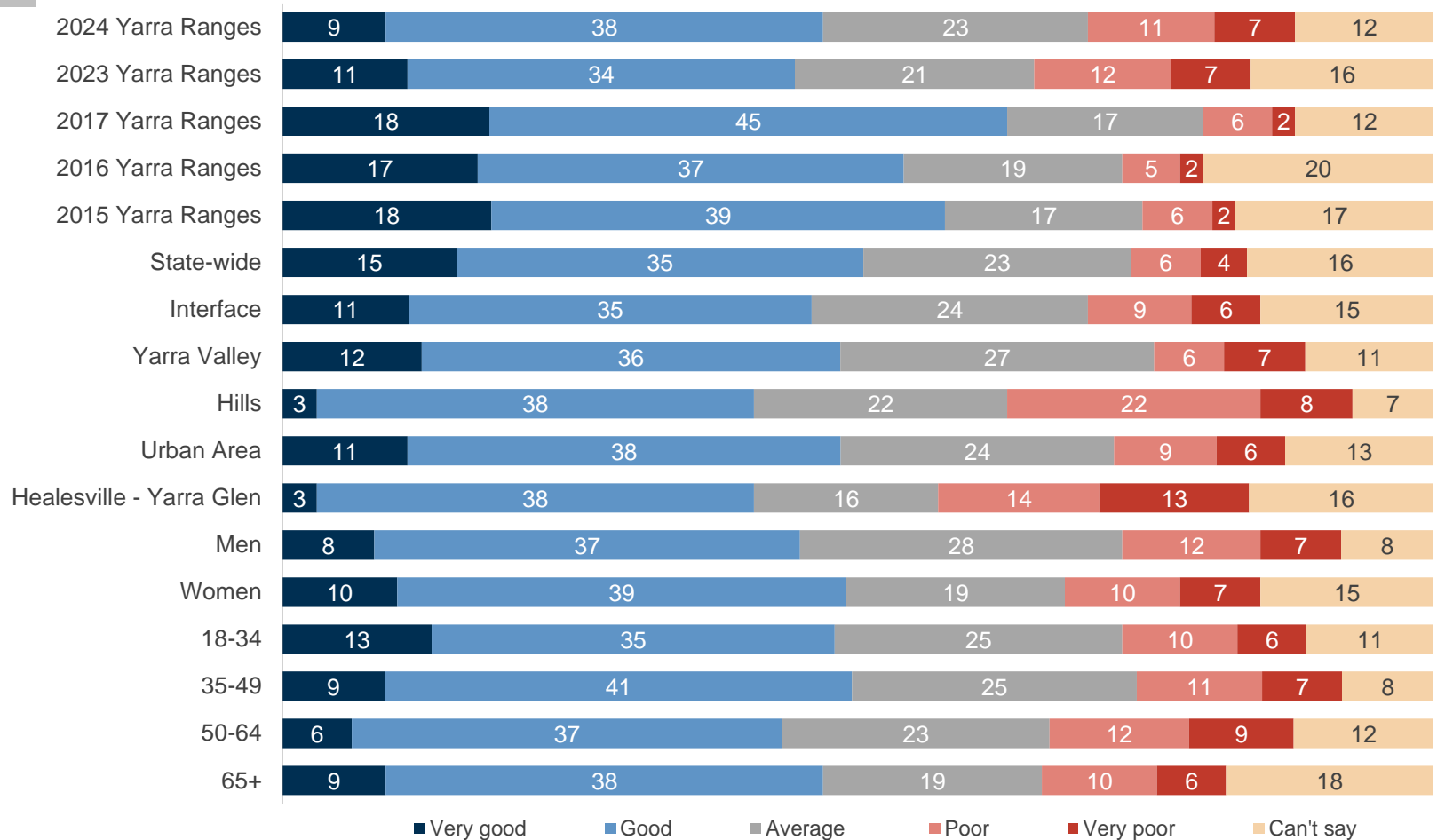
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 emergency and disaster management performance (%)





Planning for population growth in the area performance



2024 population growth performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	47▲	48	52	53	51	52	52	52	51	54
Women	43	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	43	43	47	47	46	48	49	50	55	57
Urban Area	42	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	41	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	41	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	41	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Ranges	40	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	39	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	39	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	37	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	36	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	36	38	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: 17 Councils asked group: 2

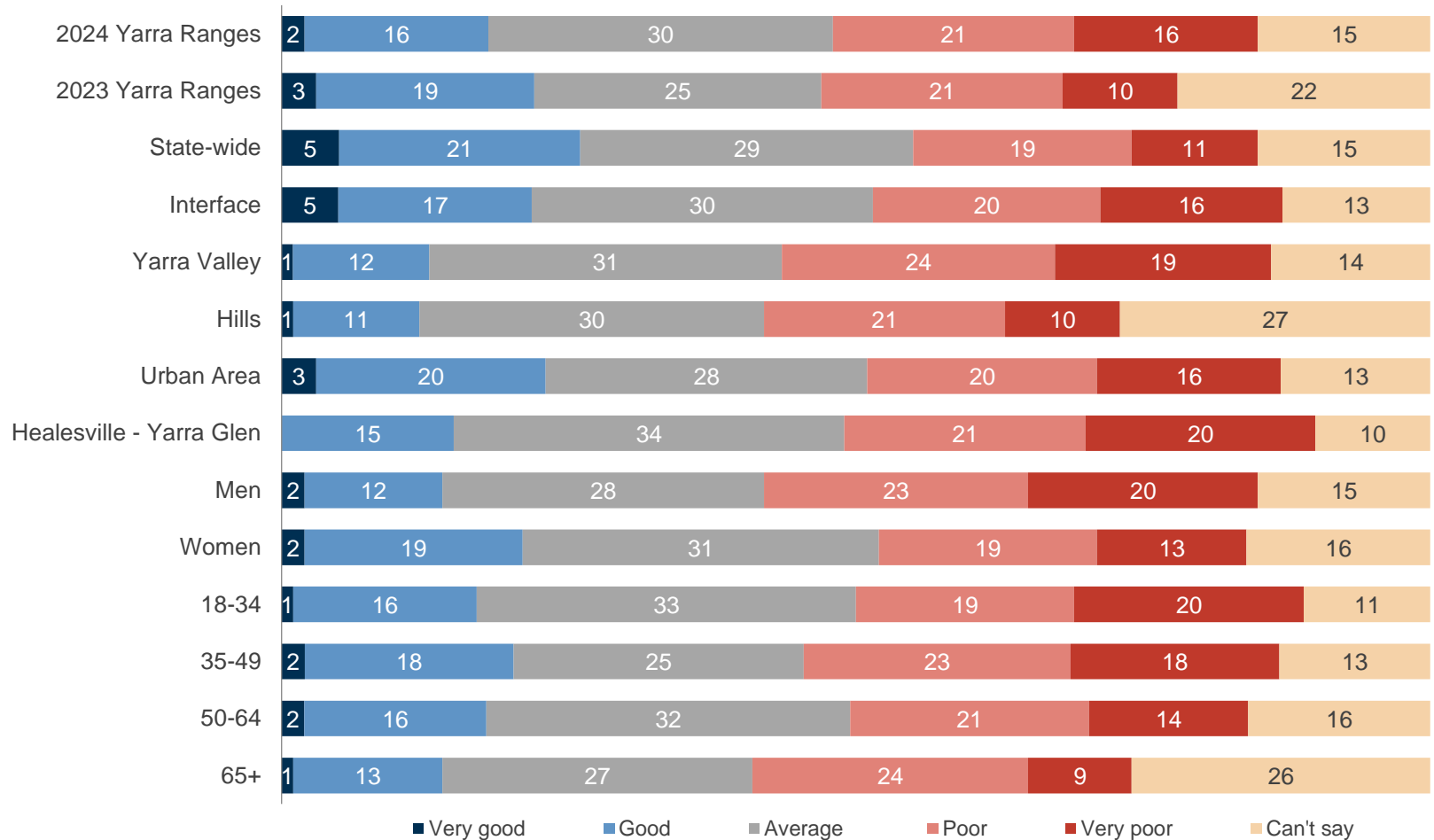
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2024 population growth performance (%)





Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Urban Area	52	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	51	n/a	n/a	n/a	n/a	n/a	58	63	58
Women	49	48	n/a	n/a	n/a	n/a	n/a	54	57	51
65+	48	42	n/a	n/a	n/a	n/a	n/a	55	58	53
Yarra Ranges	48	47	n/a	n/a	n/a	n/a	n/a	54	56	52
35-49	47	46	n/a	n/a	n/a	n/a	n/a	51	54	46
Men	47	46	n/a	n/a	n/a	n/a	n/a	54	55	53
Yarra Valley	46	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	45▼	46	49	51	49	56	55	53	56	55
50-64	45	51	n/a	n/a	n/a	n/a	n/a	51	48	53
Interface	44▼	45	51	57	54	61	60	54	56	52
Hills	44	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	42	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: 13 Councils asked group: 2

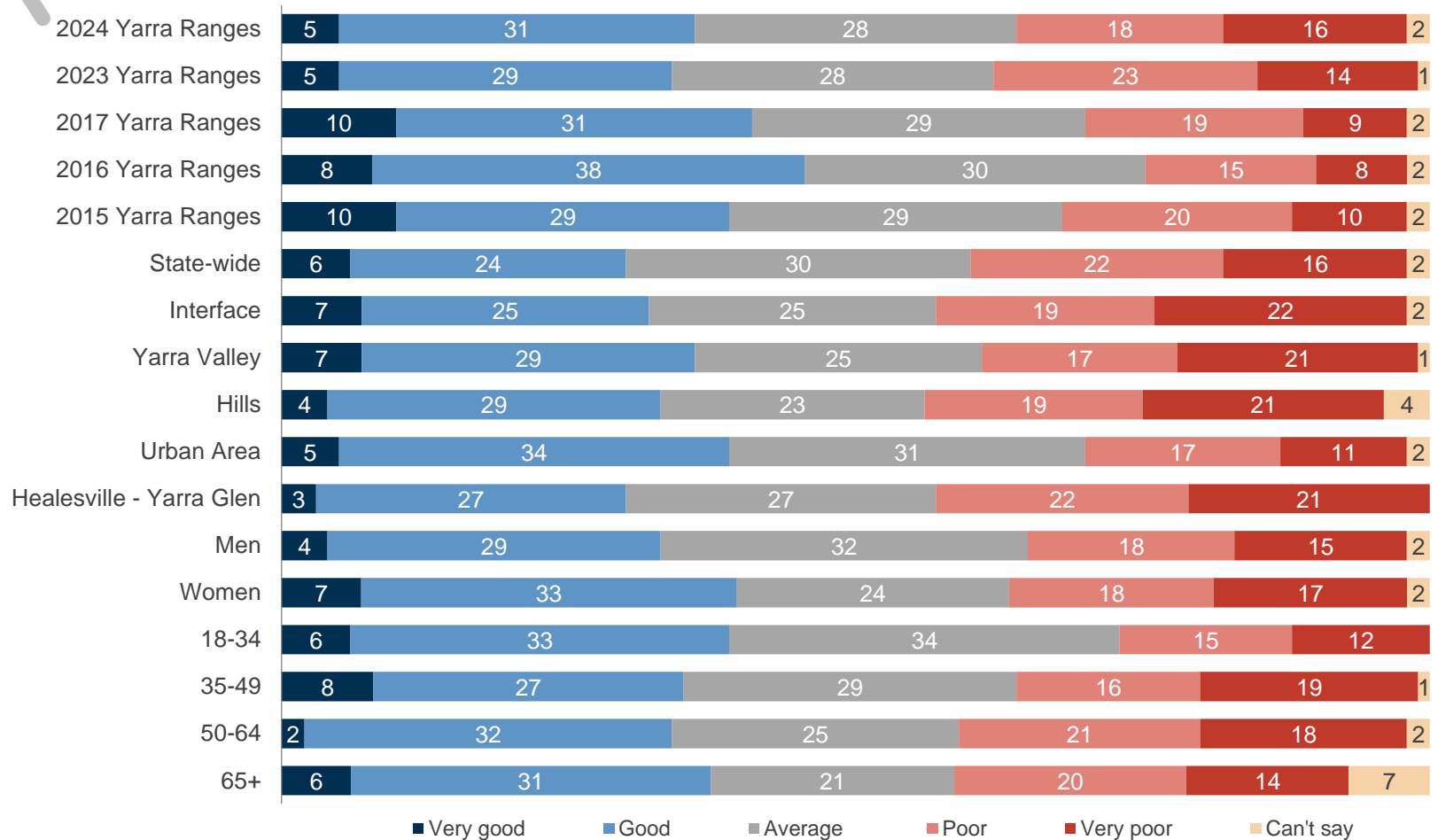
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (%)





Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Urban Area	39▲	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	38	37	n/a	n/a	n/a	n/a	n/a	53	47	51
65+	36	38	n/a	n/a	n/a	n/a	n/a	51	52	50
State-wide	36	37	41	45	44	44	43	44	43	45
Women	34	33	n/a	n/a	n/a	n/a	n/a	49	47	49
Yarra Ranges	34	35	n/a	n/a	n/a	n/a	n/a	50	48	49
Interface	34	36	44	47	43	50	48	45	44	47
Men	34	37	n/a	n/a	n/a	n/a	n/a	51	49	49
35-49	33	32	n/a	n/a	n/a	n/a	n/a	50	48	45
Yarra Valley	31	28	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	31	34	n/a	n/a	n/a	n/a	n/a	45	44	49
Hills	29	28	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	28	37	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: 27 Councils asked group: 1

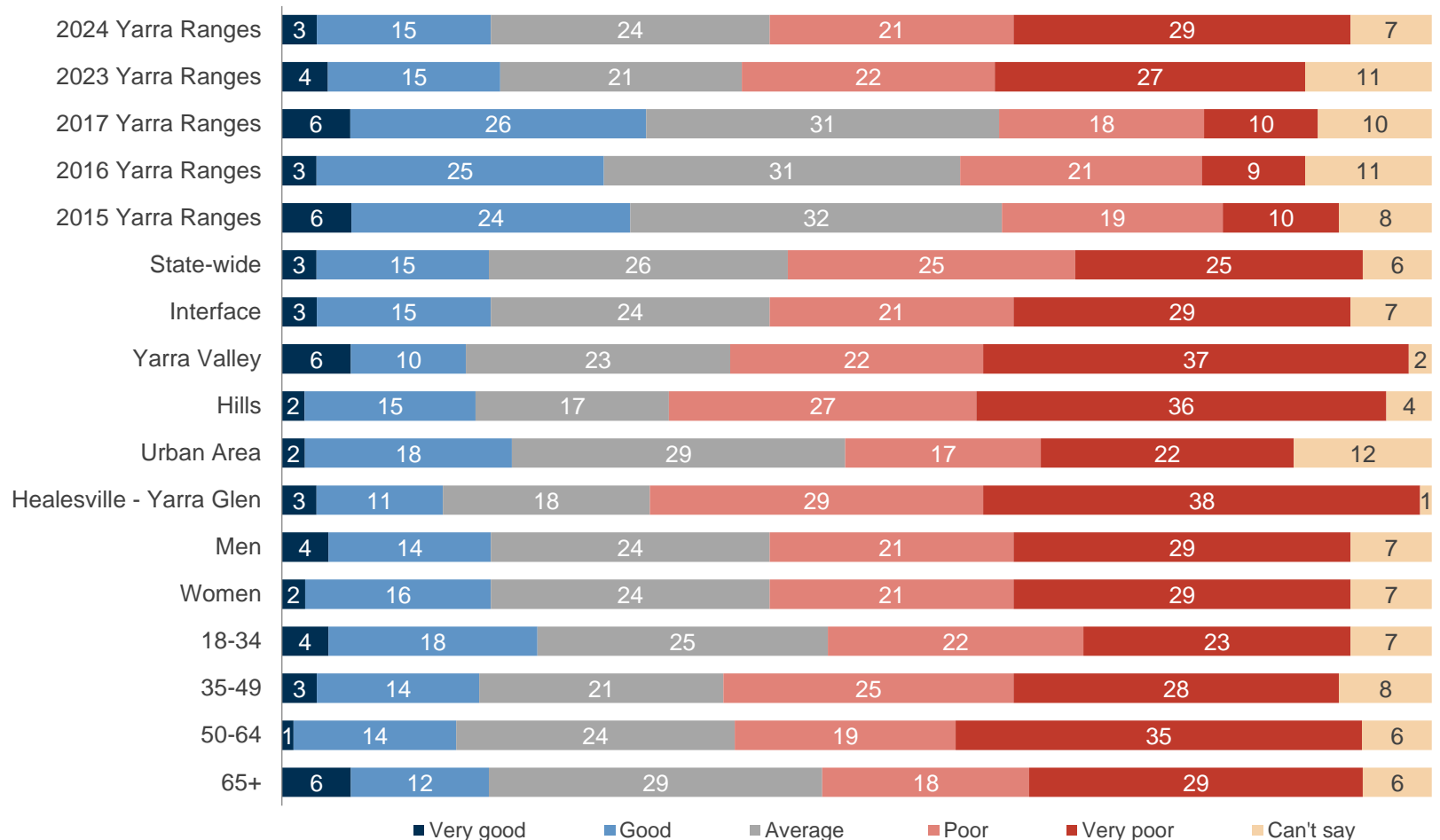
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2024 unsealed roads performance (%)





Business and community development performance



2024 business/community development performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Urban Area	57▲	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57▲	57	58	60	59	61	60	60	60	60
Women	56	60	n/a	n/a	n/a	n/a	n/a	59	57	n/a
Interface	55	56	58	61	60	64	63	59	58	63
35-49	55	56	n/a	n/a	n/a	n/a	n/a	59	58	n/a
18-34	55	61	n/a	n/a	n/a	n/a	n/a	58	59	n/a
Yarra Ranges	53	57	n/a	n/a	n/a	n/a	n/a	58	56	n/a
65+	52	54	n/a	n/a	n/a	n/a	n/a	60	58	n/a
Hills	51	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	51	58	n/a	n/a	n/a	n/a	n/a	57	51	n/a
Men	50	54	n/a	n/a	n/a	n/a	n/a	58	56	n/a
Healesville - Yarra Glen	49	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yarra Valley	49	55	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

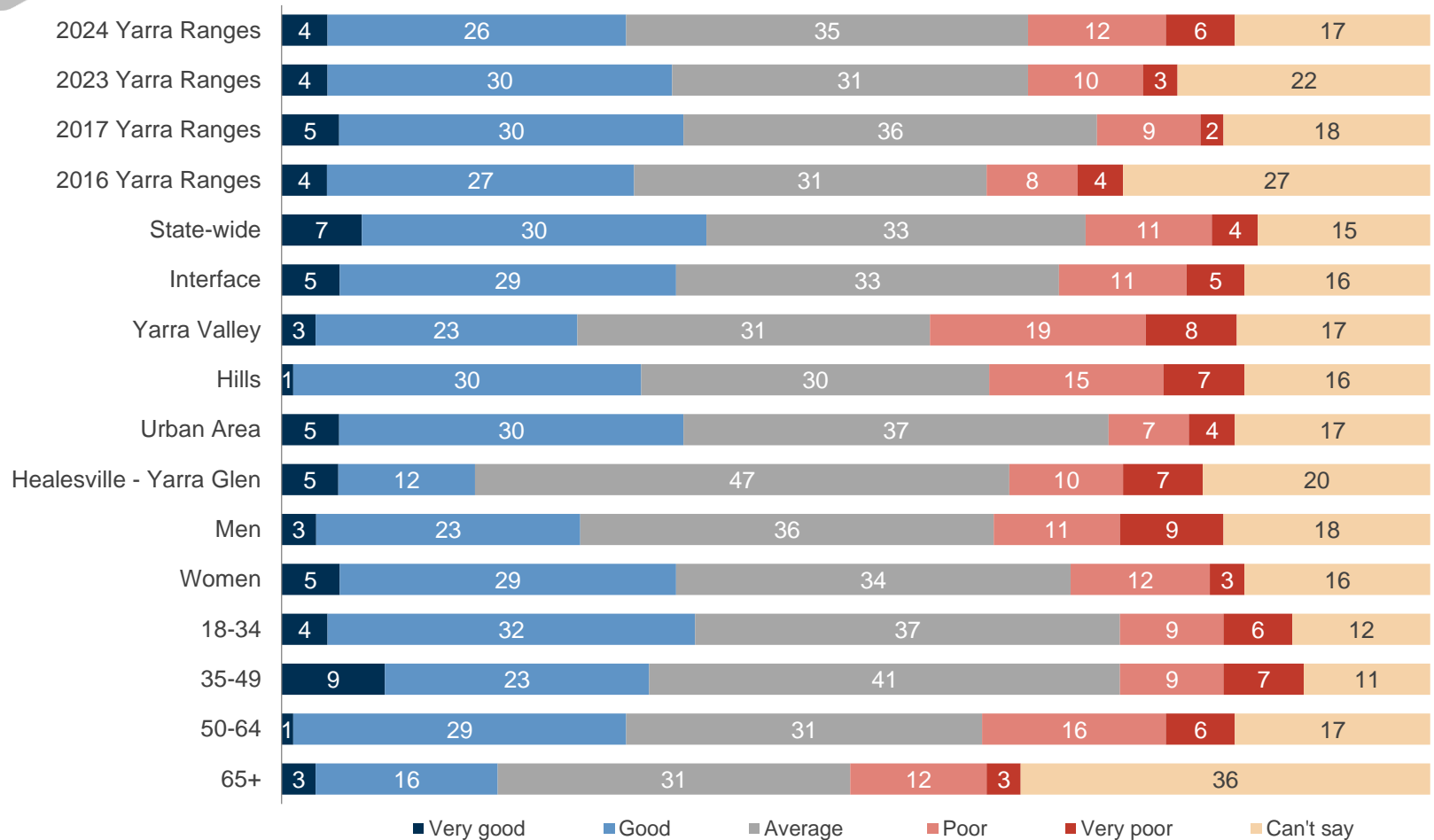
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2024 business/community development performance (%)





Tourism development performance



2024 tourism development performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	59▲	61	60	62	62	63	63	63	63	63
Women	59	62	n/a	n/a	n/a	n/a	n/a	60	60	n/a
Hills	59	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Healesville - Yarra Glen	58	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	57	n/a	n/a	n/a	n/a	n/a	63	61	n/a
18-34	56	60	n/a	n/a	n/a	n/a	n/a	58	59	n/a
35-49	56	60	n/a	n/a	n/a	n/a	n/a	60	58	n/a
Yarra Ranges	56	60	n/a	n/a	n/a	n/a	n/a	60	59	n/a
Urban Area	56	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	56	63	n/a	n/a	n/a	n/a	n/a	60	58	n/a
Yarra Valley	54	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	57	n/a	n/a	n/a	n/a	n/a	60	58	n/a
Interface	53	60	56	59	59	58	61	56	56	53

Q2. How has Council performed on 'Tourism development' over the last 12 months?

Base: All respondents. Councils asked State-wide: 12 Councils asked group: 2

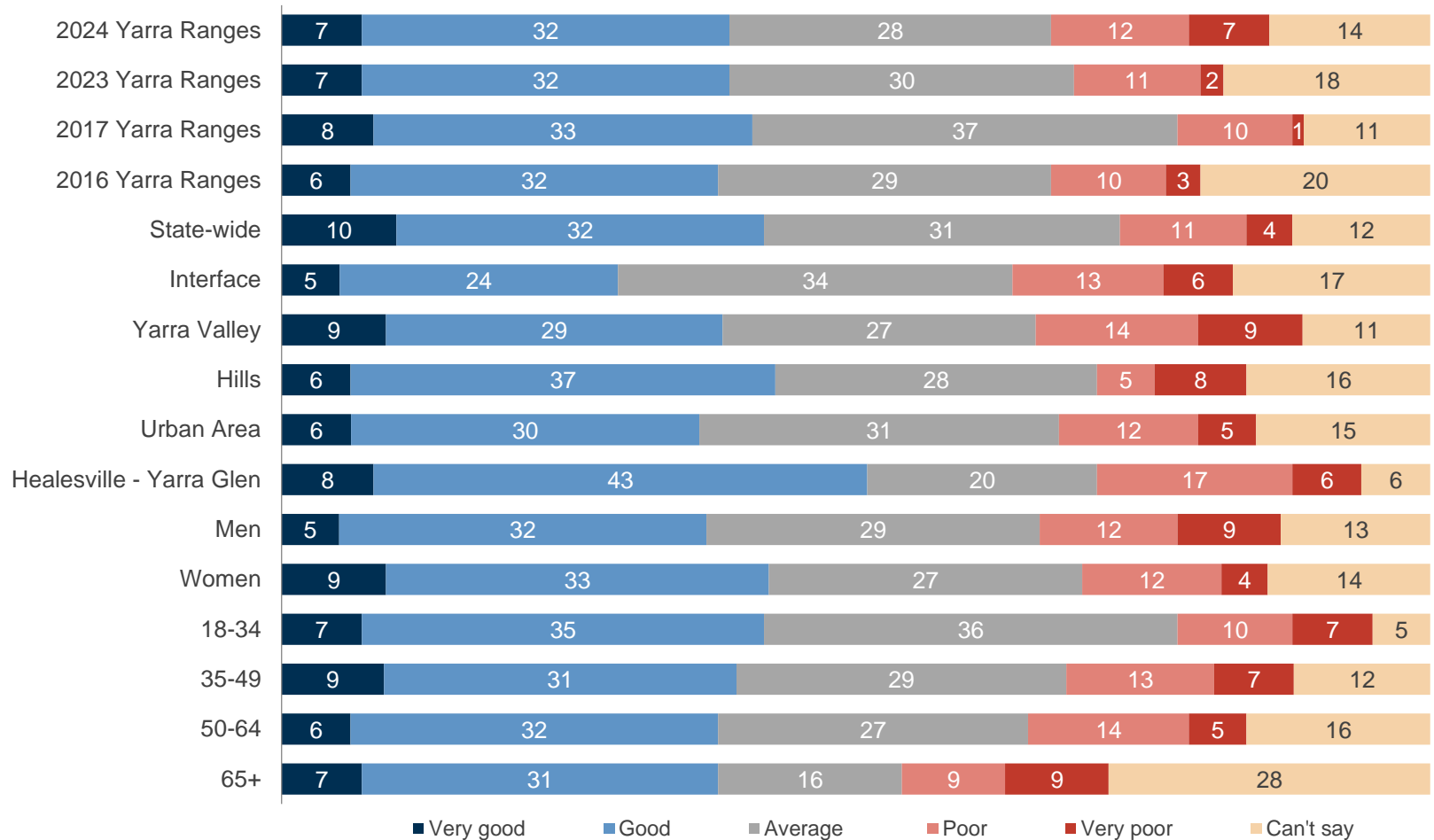
Note: Please see Appendix A for explanation of significant differences.



Tourism development performance



2024 tourism development performance (%)



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

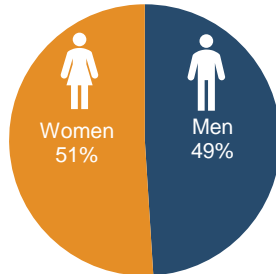
Detailed demographics



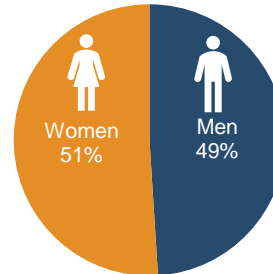
Gender and age profile

2024 gender

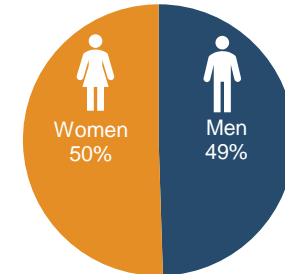
Yarra Ranges



Interface

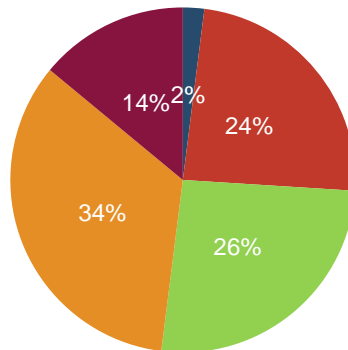


State-wide

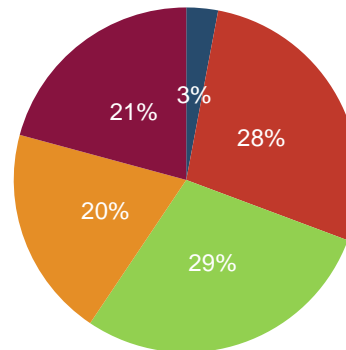


2024 age

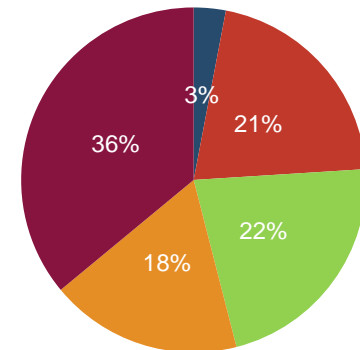
Yarra Ranges



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?

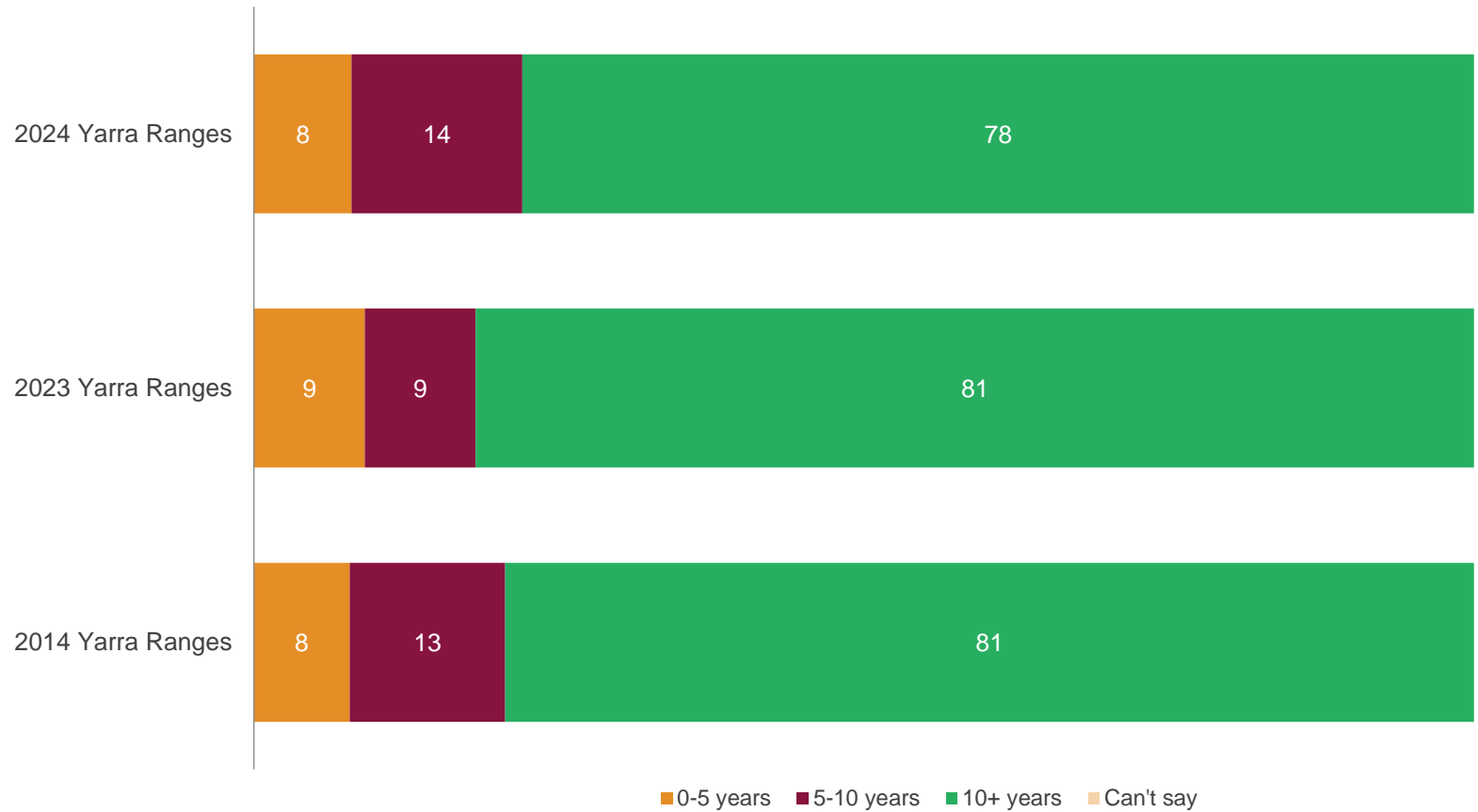
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 3

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. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Interface gender results may not add to 100%



Years lived in area

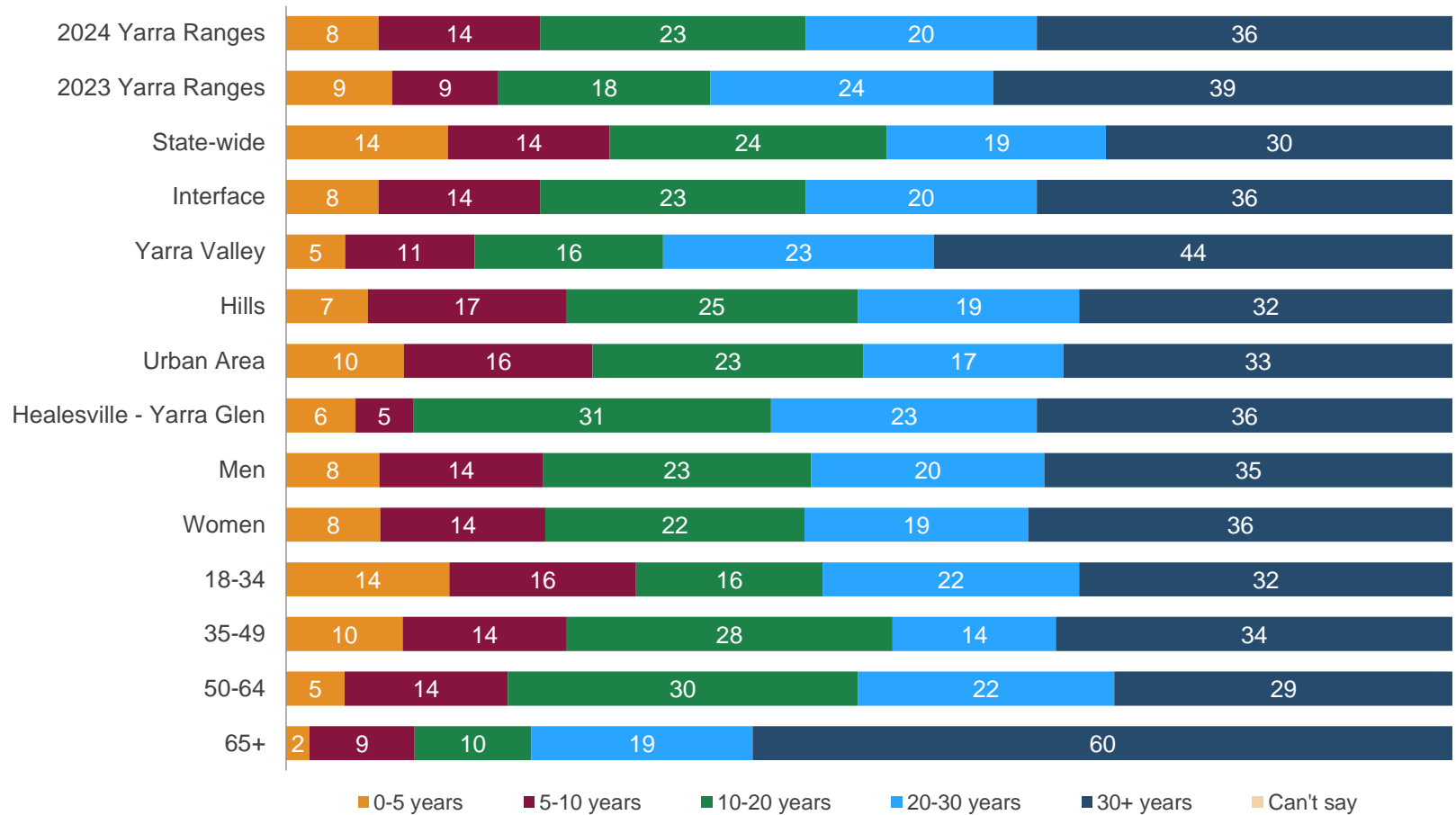
2024 years lived in area (%)





Years lived in area


2024 years lived in area (%)



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: 12 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

Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.



Appendix A: Margins of error

The sample size for the 2024 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 121,900 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	225	196	+/-6.5
Women	275	204	+/-5.9
Yarra Valley	116	94	+/-9.1
Hills	91	71	+/-10.3
Urban Area	241	195	+/-6.3
Healesville-Yarra Glen	52	41	+/-13.7
18-34 years	81	104	+/-11.0
35-49 years	190	103	+/-7.1
50-64 years	161	136	+/-7.7
65+ years	68	57	+/-12.0



Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2024 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 2024 results are compared with previous years, as detailed below:

- 2023, n=500 completed interviews, conducted in the period of 27th January – 19th March.
- 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.

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 across four quarters from 1st June 2023 – 18th March 2024.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2024, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2024 vary slightly.

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, Whittlesea and Yarra Ranges.

Wherever appropriate, results for Yarra Ranges Shire Council for this 2024 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.



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 2024 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 2024 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 2024 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: 2024 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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