2024 Local Government Community Satisfaction Survey

Moyne Shire Council

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

JWS RESEARCH

Contents

Background and objectives

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

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

Now in its twenty-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

Main chart shows the results among the total sample, subgroups, group average and State-wide average

2024 overall performance (index scores)

Chart title explains the data shown in the chart

Previous results

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	70	73	73	75	71	74	72	77	73
Women	69	72	72	72	74	73	74	71	74
Area 1	69	70	72	71	70	72	73	71	74
65+	67	71	73	72	72	71	71	71	76
Area 2					72	72	70	71	73
Moyne					71	72	71	72	73
Area 3					70	72	71	72	72
Men					67	71	69	72	73
35-49					71	74	72	69	70
50-64					67	66	70	66	73
Large Rural	62	65	67	66	67	65	64	66	67
State-wide	56	59	61	58	60	59	59	59	60

Bar chart values:
- 18-34: 75 ▲
- Women: 71
- Area 1: 71
- 65+: 70
- Area 2: 69
- Moyne: 69
- Area 3: 68
- Men: 67
- 35-49: 64
- 50-64: 63
- Large Rural: 63 ▼
- State-wide: 54 ▼

EXAMPLE DATA ONLY

A green arrow indicates the result is significantly higher than the overall council average and a red arrow indicates significantly lower than the council average, at the 95% confidence interval.

Green text indicates the result is significantly higher than the previous year's result and red text indicates significantly lower than the previous year's result, at the 95% confidence interval.

Question asked and base size(s)

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moyne 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.

JWS RESEARCH

JW

How to read stacked bar charts in this report
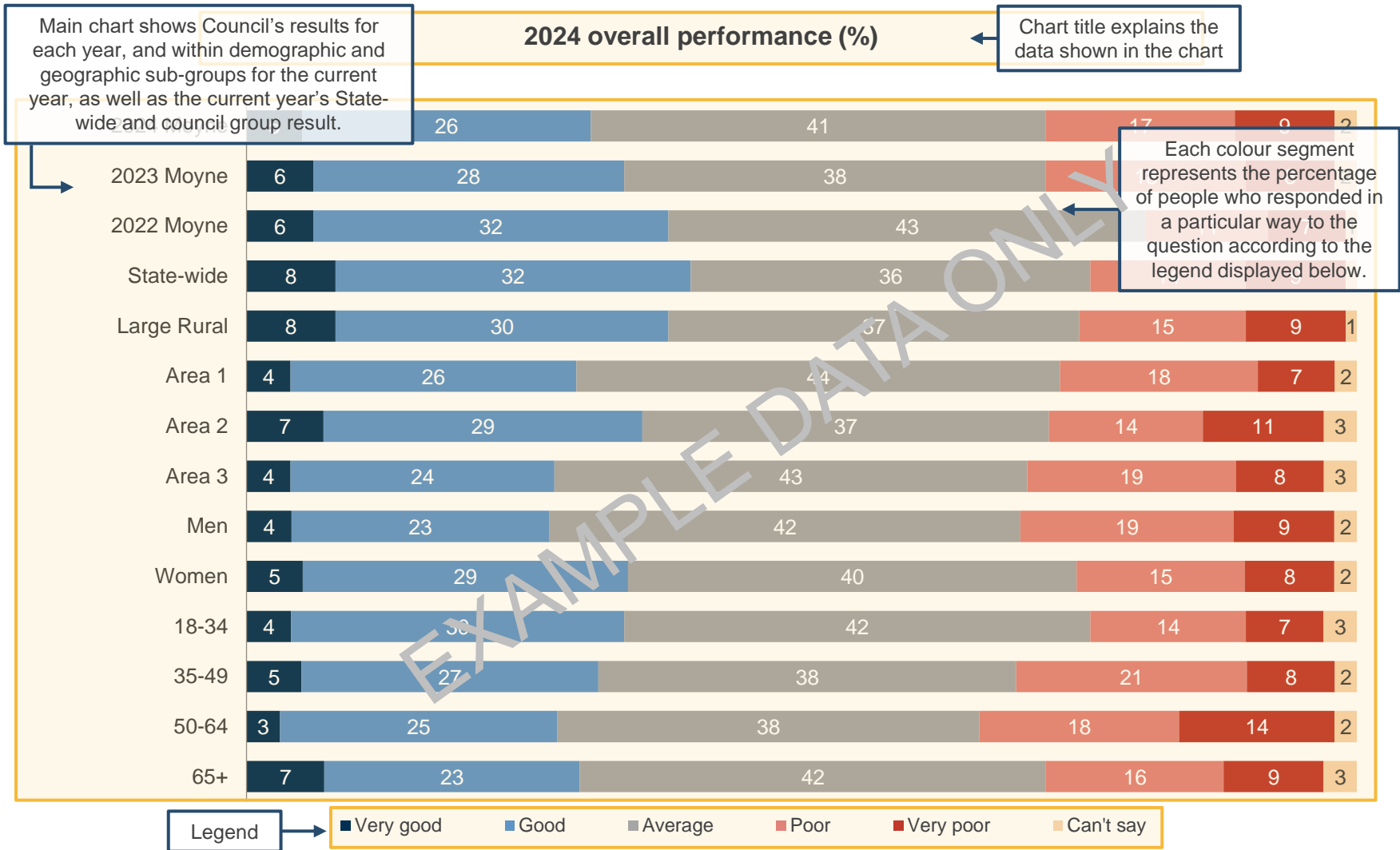
Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.

2024 overall performance (%)

Chart title explains the data shown in the chart

Each colour segment represents the percentage of people who responded in a particular way to the question according to the legend displayed below.

EXAMPLE DATA ONLY

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne		26	41	17	9	2
2023 Moyne	6	28	38			
2022 Moyne	6	32	43			
State-wide	8	32	36			
Large Rural	8	30	37	15	9	1
Area 1	4	26	44	18	7	2
Area 2	7	29	37	14	11	3
Area 3	4	24	43	19	8	3
Men	4	23	42	19	9	2
Women	5	29	40	15	8	2
18-34	4	33	42	14	7	3
35-49	5	27	38	21	8	2
50-64	3	25	38	18	14	2
65+	7	23	42	16	9	3

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

JWS RESEARCH

Key findings and recommendations

Moyne Shire Council – at a glance

Overall council performance
Results shown are index scores out of 100.
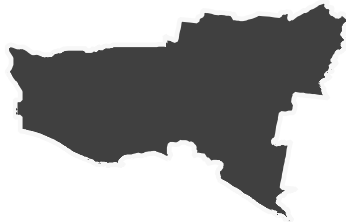
Moyne 60

Large Rural 50

State-wide 54

Council performance compared to group average

Top 4 performing areas	
Appearance of public areas	▲ higher
Waste management	▲ higher
Recreational facilities	▲ higher
Emergency & disaster mngt	▲ higher

Bottom 3 performing areas	
Unsealed roads	═ on par
Sealed local roads	═ on par
Town planning policy	▲ higher
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**

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Customer Service	67	67	66	65	67	67	71	72	70	69
Waste management						71	71	70	68	71
Overall Performance	61	57	61	57	60	60	64	61	60	60
Community Consultation	59	58	59	57	57	59	58	55	55	57
Making Community Decisions	59	56	58	58	55/57	57	57	53	53	56
Value for money							57	55	53	55
Overall Council Direction	56	52	55	50	54	51	58	50	49	48
Sealed Local Roads	40	33	36	34	39	38	43	42	38	39

Summary of core measures

Core measures summary results (%)
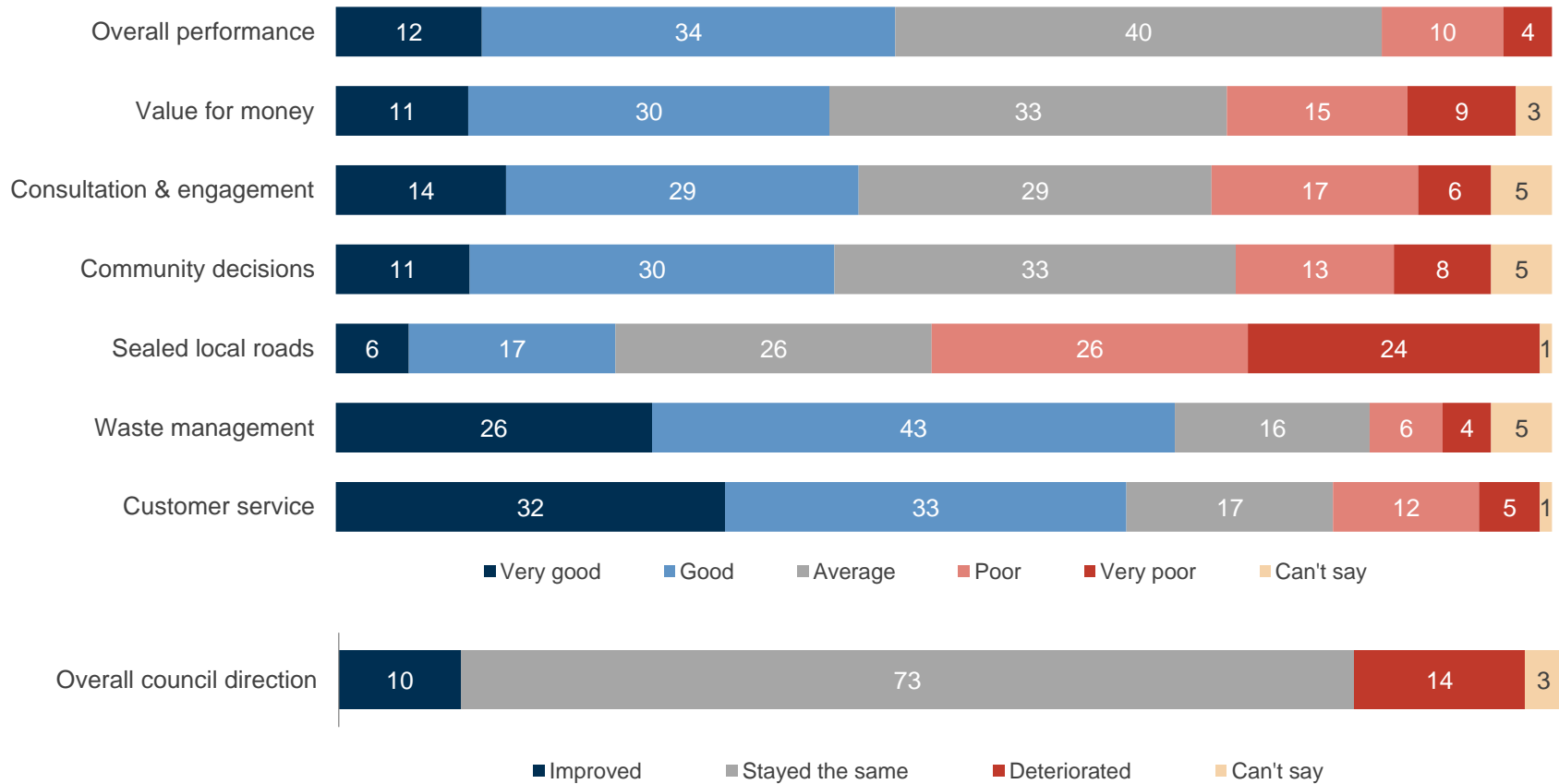
Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	12	34	40	10	4	
Value for money	11	30	33	15	9	3
Consultation & engagement	14	29	29	17	6	5
Community decisions	11	30	33	13	8	5
Sealed local roads	6	17	26	26	24	1
Waste management	26	43	16	6	4	5
Customer service	32	33	17	12	5	1

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

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	10	73	14	3

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

Summary of Moyne Shire Council performance

Services		Moyne 2024	Moyne 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	60	60	50	54	3284 residents	3272 residents
	Value for money	55	53	43	48	3284 residents	3272 residents
	Overall council direction	48	49	42	45	3284 residents	50-64 years
	Customer service	69	70	65	67	18-34 years	35-49 years
	Appearance of public areas	72	71	66	68	18-34 years	3272 residents, 35-49 years
	Waste management	71	68	65	67	3284 residents	3272 residents
	Recreational facilities	71	67	64	68	18-34 years, 3284 residents	35-64 years
	Emergency & disaster mngt	71	68	65	65	3284 residents	35-49 years
	Elderly support services	69	66	62	63	65+ years	35-49 years
	Bus/community dev./tourism	69	66	55	57	3284 residents	3272 residents

Significantly higher / lower than Moyne Shire Council 2024 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Moyne Shire Council performance

Services	Moyne 2024	Moyne 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
COVID-19 response	**68**	69	66	65	Women	3272 residents
Community & cultural	**67**	66	64	66	3284 residents	3272 residents
Enforcement of local laws	**64**	63	60	61	18-34 years	3272 residents
Business & community dev.	**63**	61	59	57	3284 residents	3272 residents
Environmental sustainability	**60**	60	58	60	18-34 years	3272 residents
Consultation & engagement	**57**	53	48	51	18-34 years	50-64 years
Community decisions	**56**	55	46	50	18-34 years	3272 residents
Population growth	**55**	52	46	47	18-34 years	3272 residents
Local streets & footpaths	**55**	56	46	52	18-34 years	50-64 years
Lobbying	**55**	54	47	50	3284 residents	3272 residents

Significantly higher / lower than Moyne Shire Council 2024 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

Summary of Moyne Shire Council performance

Services		Moyne 2024	Moyne 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Town planning policy	**51**	50	48	50	18-34 years	35-49 years
	Sealed local roads	**39**	38	38	45	3284 residents	18-34 years
	Unsealed roads	**33**	33	34	36	3284 residents	3272 residents, 18-34 years

Significantly higher / lower than Moyne Shire Council 2024 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.

JWS RESEARCH   12

Focus areas for the next 12 months

Overview

Moyne Shire Council's 2024 overall performance index score of 60 is equal to the 2023 result. Council achieved significant improvements this year in community perceptions of performance on recreational facilities and consultation and engagement, the latter being a key influence on overall ratings of Council performance.

Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance, namely, lobbying and decisions made in the interest of the community. Council should also work to improve performance in other related and influential areas such as town planning and community consultation and engagement, and in poorly rated but influential areas such as the condition of sealed local roads.

Comparison to state and area grouping

Positively, Council's performance ratings overall and for most individual service areas evaluated are significantly higher than both the Large Rural group and State-wide averages for councils. Council rates significantly lower than the State-wide averages in just two service areas – sealed and unsealed roads, which are Council's lowest performing areas overall.

Shore up gains and target improvements to roadways

In the year ahead, Council should seek to shore up gains in the area of consultation and engagement by continuing efforts to ensure residents feel heard on key local issues, particularly around planning. Council should also aim to improve the condition of its sealed and unsealed roads, particularly in and around the postcode of 3272 where residents are most critical of Council performance on roads.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 60 for Moyne Shire Council is equal to its 2023 result. Overall performance ratings have been largely stable over the past decade, experiencing only two significant declines in ten years (in 2016 and 2018).

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

- Ratings are in line with the previous year's results across demographic and geographic subgroups.

- Ratings vary geographically however with Council's highest overall rating recorded among residents of postcode 3284 (index score of 65), 12 index points higher than its lowest overall rating recorded among residents of postcode 3272 (index score of 53).

Two in five residents (41%, up seven percentage points) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Around one in four rate this as 'very poor' or 'poor' (24%). A further 33% rate Council as 'average' in providing value for money.
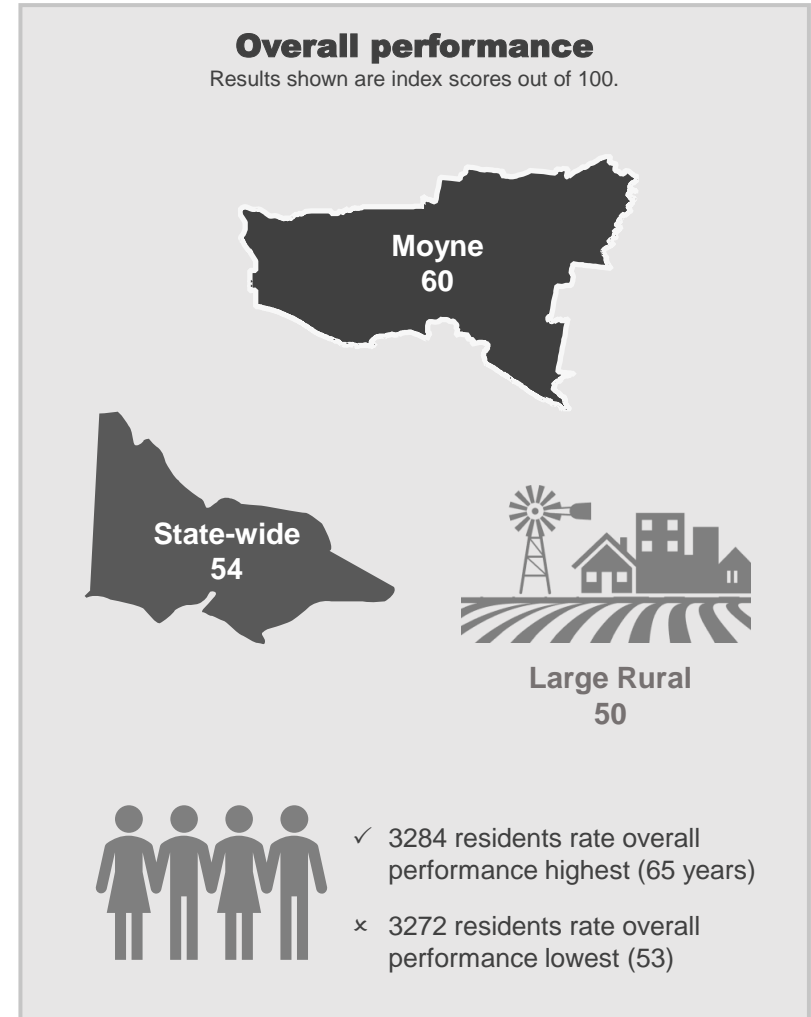
Overall performance
Results shown are index scores out of 100.
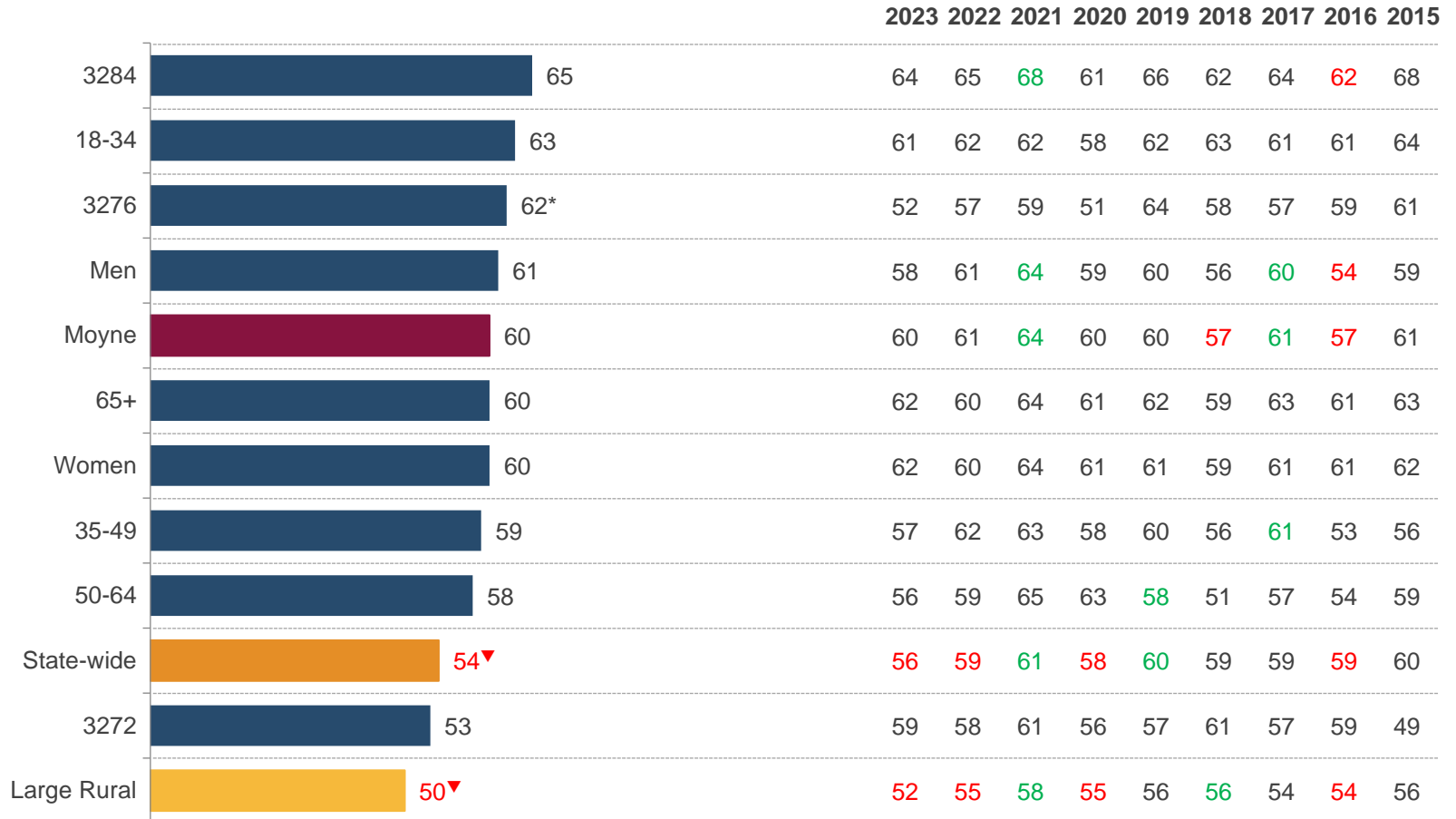
Moyne
60

State-wide
54

Large Rural
50

✓ 3284 residents rate overall performance highest (65 years)

✗ 3272 residents rate overall performance lowest (53)

Overall performance

2024 overall performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	65	64	65	68	61	66	62	64	62	68
18-34	63	61	62	62	58	62	63	61	61	64
3276	62*	52	57	59	51	64	58	57	59	61
Men	61	58	61	64	59	60	56	60	54	59
Moyne	60	60	61	64	60	60	57	61	57	61
65+	60	62	60	64	61	62	59	63	61	63
Women	60	62	60	64	61	61	59	61	61	62
35-49	59	57	62	63	58	60	56	61	53	56
50-64	58	56	59	65	63	58	51	57	54	59
State-wide	54▼	56	59	61	58	60	59	59	59	60
3272	53	59	58	61	56	57	61	57	59	49
Large Rural	50▼	52	55	58	55	56	56	54	54	56

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moyne Shire Council, not just on one or two issues,
BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Overall performance
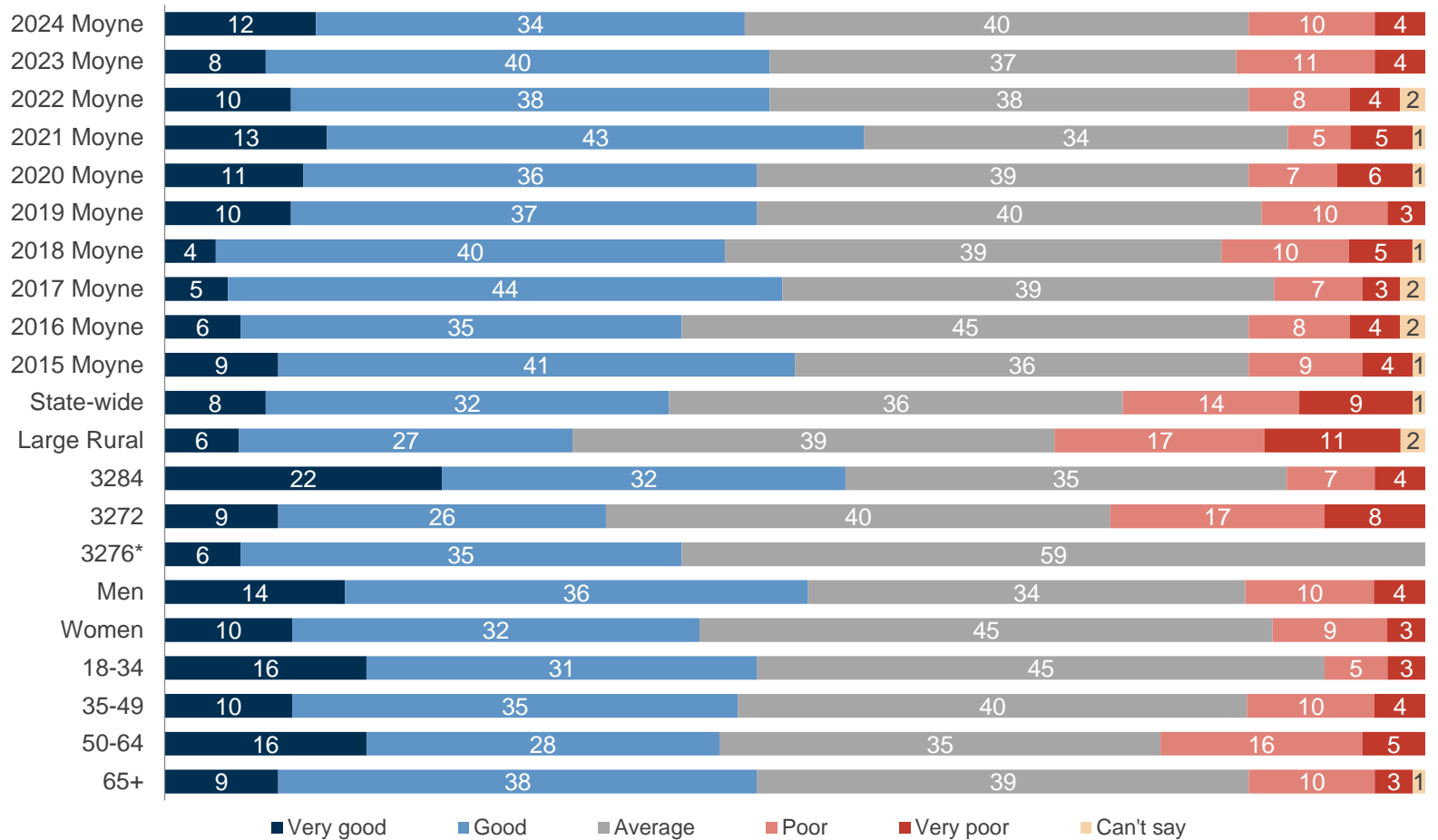
2024 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	12	34	40	10	4	
2023 Moyne	8	40	37	11	4	
2022 Moyne	10	38	38	8	4	2
2021 Moyne	13	43	34	5	5	1
2020 Moyne	11	36	39	7	6	1
2019 Moyne	10	37	40	10	3	
2018 Moyne	4	40	39	10	5	1
2017 Moyne	5	44	39	7	3	2
2016 Moyne	6	35	45	8	4	2
2015 Moyne	9	41	36	9	4	1
State-wide	8	32	36	14	9	1
Large Rural	6	27	39	17	11	2
3284	22	32	35	7	4	
3272	9	26	40	17	8	
3276*	6	35	59			
Men	14	36	34	10	4	
Women	10	32	45	9	3	
18-34	16	31	45	5	3	
35-49	10	35	40	10	4	
50-64	16	28	35	16	5	
65+	9	38	39	10	3	1

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

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Moyne Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
*Caution: small sample size < n=30

Value for money in services and infrastructure

2024 value for money (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	61	59	64	62	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	56	57	60	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	55	56	60	n/a	n/a	n/a	n/a	n/a	n/a
Moyne	55	53	55	57	n/a	n/a	n/a	n/a	n/a	n/a
18-34	55	55	56	52	n/a	n/a	n/a	n/a	n/a	n/a
Men	55	51	55	54	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	50	51	56	n/a	n/a	n/a	n/a	n/a	n/a
3276	54*	57	54	52	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	50	55	58	n/a	n/a	n/a	n/a	n/a	n/a
3272	50	48	57	56	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	48▼	49	53	54	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	43▼	45	48	50	n/a	n/a	n/a	n/a	n/a	n/a

*Q3b. How would you rate Moyne 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: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Value for money in services and infrastructure

2024 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	11	30	33	15	9	3
2023 Moyne	8	26	40	17	5	5
2022 Moyne	10	29	37	14	7	4
2021 Moyne	10	32	35	12	7	3
State-wide	6	25	33	19	13	4
Large Rural	4	20	33	22	17	3
3284	17	33	33	6	9	1
3272	11	24	33	18	14	
3276*		35	37	11	6	11
Men	10	33	30	14	11	2
Women	11	27	34	17	6	5
18-34	8	33	30	20	6	3
35-49	10	29	36	17	8	
50-64	11	30	28	15	15	1
65+	13	28	35	11	7	7

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

Q3b. How would you rate Moyne 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: 18
*Caution: small sample size < n=30

Top performing service areas

Council performs best in 2024 on the appearance of public areas (index score of 72). This is followed by waste management, recreational facilities, and emergency and disaster management (index scores of 71 for each). Council rates significantly higher than both the Large Rural group and State-wide averages for councils in all four areas.

Recreational facilities (up four index points) is one of two service areas where Council's performance rating increased significantly from 2023.

- This increase was driven in large part by significantly improved perceptions among residents aged 35 to 49 years, residents of postcode 3284, and men (up eight, seven and five index points respectively).

Council's rating also improved significantly from 2023 for consultation and engagement (index score of 57, up four points).

- Improvements in this area occurred across a number of subgroups, with residents aged 18 to 34 years recording a significant increase (up 11 points to an index score of 68 – significantly higher than the Council average).

Council should maintain efforts in this area to shore up recent gains as perceptions of consultation are a key influence on ratings of overall performance.
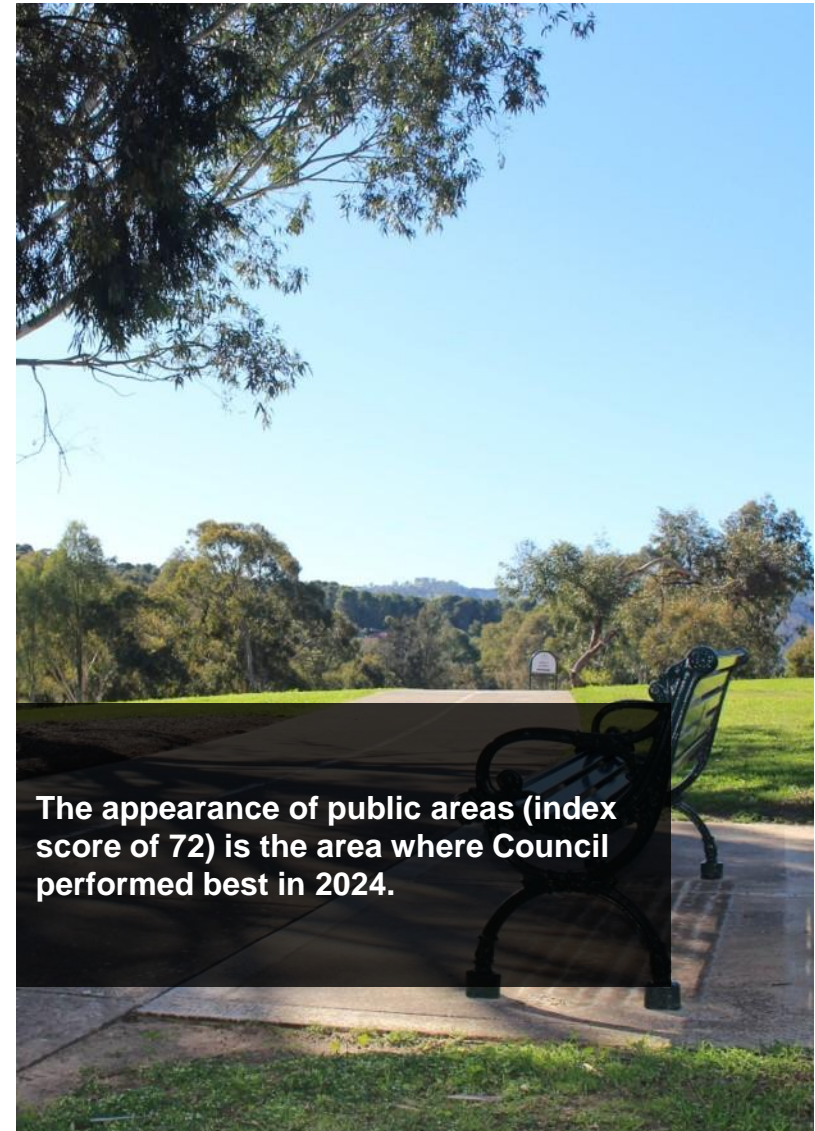
The appearance of public areas (index score of 72) is the area where Council performed best in 2024.

Low performing service areas

Council rates lowest in the areas of unsealed roads (index score of 33) and sealed local roads (index score of 39).
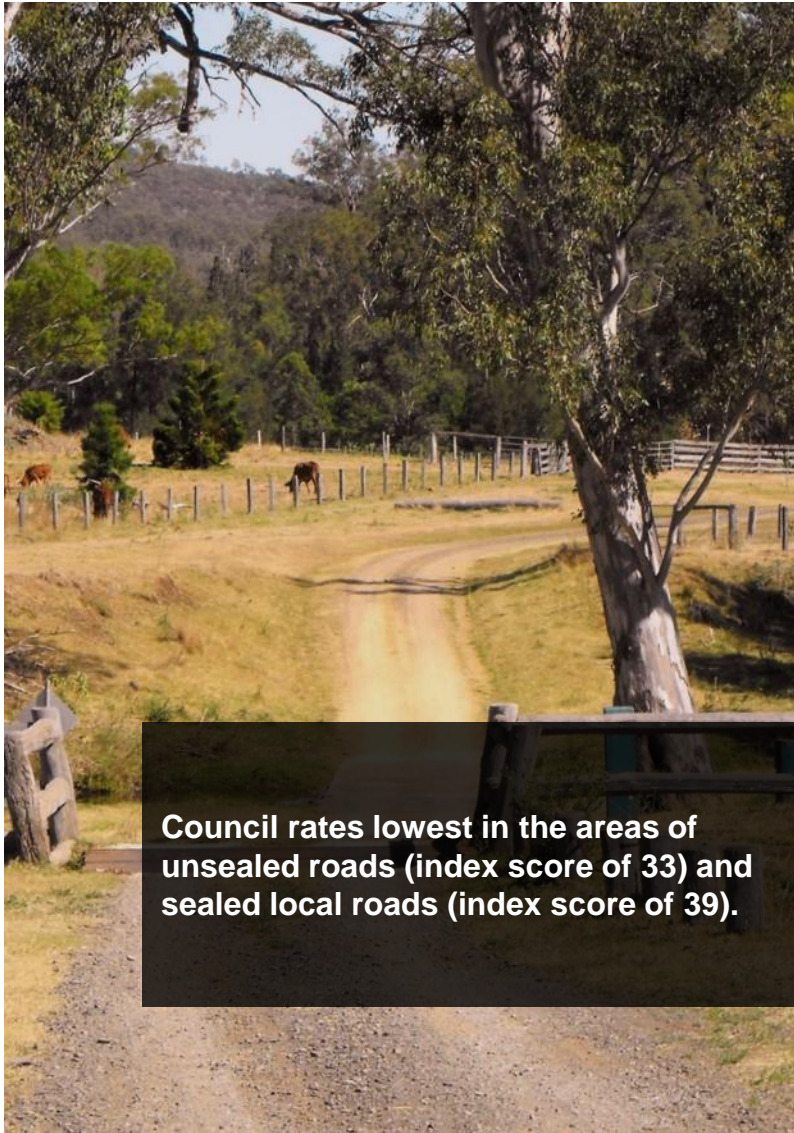
The maintenance of unsealed roads and sealed local roads remain Council's lowest rated service areas (index scores of 33 and 39 respectively). Council rates significantly lower than the State-wide averages for these areas (36 and 45 respectively) but in line with the Large Rural group averages (34 and 38 respectively).

• Residents of postcode 3272 rate Council lowest in each of these areas, suggesting this locality would benefit more from targeted road improvements. Residents of postcodes 3284 and 3276 (small sample) are less critical of Council performance on roads.

Town planning policy remains Council's third lowest rated area (index score of 51), however it outperforms the Large Rural group average (index score of 48).

• Council performance on planning is rated as poor by residents of postcodes 3276 and 3272 and by 35 to 49 year olds.

Both sealed local roads and town planning are key influences on Council's overall performance rating and focused improvements in these areas will help to improve overall community perceptions of Council.

Individual service area performance

2024 individual service area performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Appearance of public areas	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	71	68	70	71	71	n/a	n/a	n/a	n/a	n/a
Recreational facilities	71	67	68	71	70	70	69	70	70	70
Emergency & disaster mngt	71	68	68	73	73	72	n/a	n/a	n/a	n/a
Elderly support services	69	66	67	72	73	72	70	72	72	74
Bus/community dev./tourism	69	66	68	70	67	69	67	66	67	68
COVID-19 response	68	69	70	75	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	67	66	64	68	69	68	69	71	69	68
Enforcement of local laws	64	63	67	66	67	65	66	64	66	67
Business & community dev.	63	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	60	60	61	66	66	60	61	62	58	62
Consultation & engagement	57	53	55	57	59	57	57	58	58	59
Community decisions	56	55	55	58	58	55	57	59	56	59
Population growth	55	52	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	55	56	56	56	54	54	50	58	53	60
Lobbying	55	54	54	55	56	55	52	57	54	57
Town planning policy	51	50	53	56	56	54	54	56	53	54
Sealed local roads	39	38	42	43	38	39	34	36	33	40
Unsealed roads	33	33	35	39	35	35	33	35	34	38

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

Individual service area performance

2024 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Appearance of public areas	25	41	27	4	1	2
Waste management	26	43	16	6	4	5
Recreational facilities	26	39	24	6	1	4
Emergency & disaster mngt	19	40	22	3	2	14
Elderly support services	20	30	16	7	3	23
Bus/community dev./tourism	24	35	25	8	2	6
COVID-19 response	21	35	19	4	5	15
Community & cultural	21	36	25	9	2	8
Enforcement of local laws	14	37	28	7	4	11
Business & community dev.	12	36	31	9	2	10
Environmental sustainability	9	35	34	9	3	10
Consultation & engagement	14	29	29	17	6	5
Community decisions	11	30	33	13	8	5
Population growth	7	26	33	14	4	16
Local streets & footpaths	13	28	28	17	9	5
Lobbying	9	27	32	17	5	11
Town planning policy	4	25	32	14	8	18
Sealed local roads	6	17	26	26	24	1
Unsealed roads	4	11	26	27	27	6

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

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

JWS RESEARCH　24

Individual service area importance

2024 individual service area importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	80	78	79	80	78	n/a	n/a	n/a	n/a	n/a
Slashing & weed control	79	79	81	78	79	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	79	76	77	78	79	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	77	78	76	76	74	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	77	76	76	76	78	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	72	73	71	74	71	n/a	n/a	n/a	n/a	n/a
Recreational facilities	70	71	71	69	69	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	69	67	70	70	70	n/a	n/a	n/a	n/a	n/a
Population growth	69	70	70	69	66	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

JWS RESEARCH

25

Individual service area importance

2024 individual service area importance (%)

Service area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	38	42	16	1	1	1
Slashing & weed control	39	42	16	2	1	
Consultation & engagement	32	47	15	4	1	1
Emergency & disaster mngt	41	38	14	5	1	1
Local streets & footpaths	34	40	19	2	1	3
Appearance of public areas	19	53	23	3	1	1
Recreational facilities	19	49	26	5	1	1
Environmental sustainability	22	41	26	6	3	2
Population growth	24	35	28	9	1	3

■ Extremely important   ■ Very important   ■ Fairly important
■ Not that important   ■ Not at all important   ■ Can't say
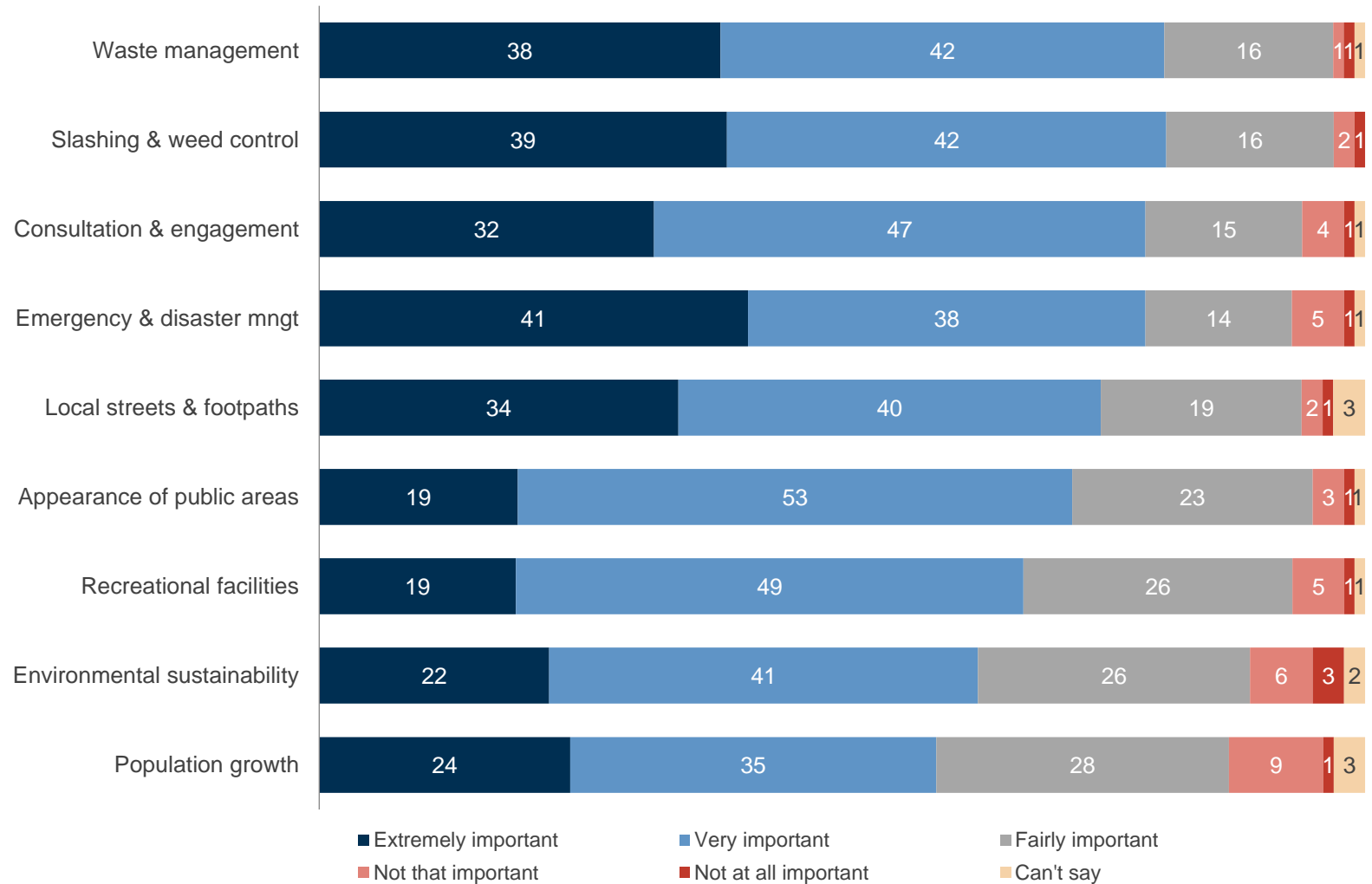
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 9

Individual service areas importance vs performance

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

	Importance (index scores)	Performance (index scores)	Net Differential
Local streets & footpaths	77	55	-22
Consultation & engagement	77	57	-20
Population growth	69	55	-13
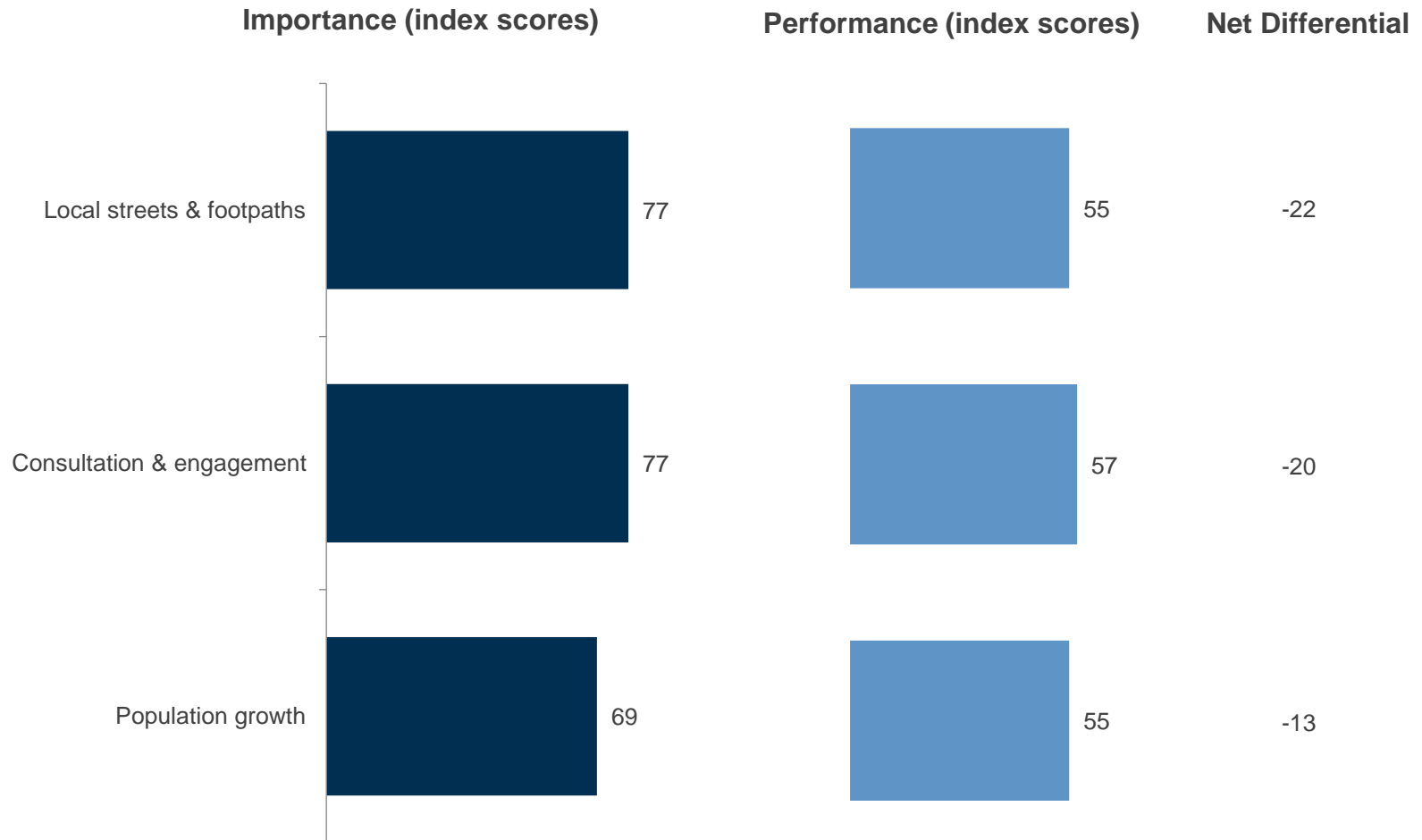
Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.

Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Lobbying on behalf of the community

- Decisions made in the interest of the community.

Good communication and transparency with residents around Council decision making and demonstrating efforts to advocate for the community provide the greatest opportunities to drive up overall opinion of Council's performance.

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

- Town planning

- Business and community development

- The condition of local streets and paths

- Community consultation and engagement

- The condition of sealed local roads

- Elderly support services

- The appearance of public areas.

Looking at these key service areas only, the appearance of public areas and Council's elderly

support services have high performance index scores (72 and 69 respectively) and a moderate influence on the overall performance rating.

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

Other service areas with a moderate influence on overall perceptions, but where Council is performing less well, are town planning, local streets and paths, and community consultation (index scores of 51, 55 and 57 respectively).

Ensuring residents feel heard on key local issues and Council activities, particularly around planning, and that streets and paths are well maintained can also help to shore up positive community opinion.

However, most in need of Council attention is the condition of its sealed roads, which is rated as poor (index score of 39) and is a moderate influence on overall community opinion.

It will be important to attend to the condition of sealed roads to help improve overall ratings of Council performance.

Regression analysis explained

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

In the charts that follow:

* The horizontal axis represents 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)
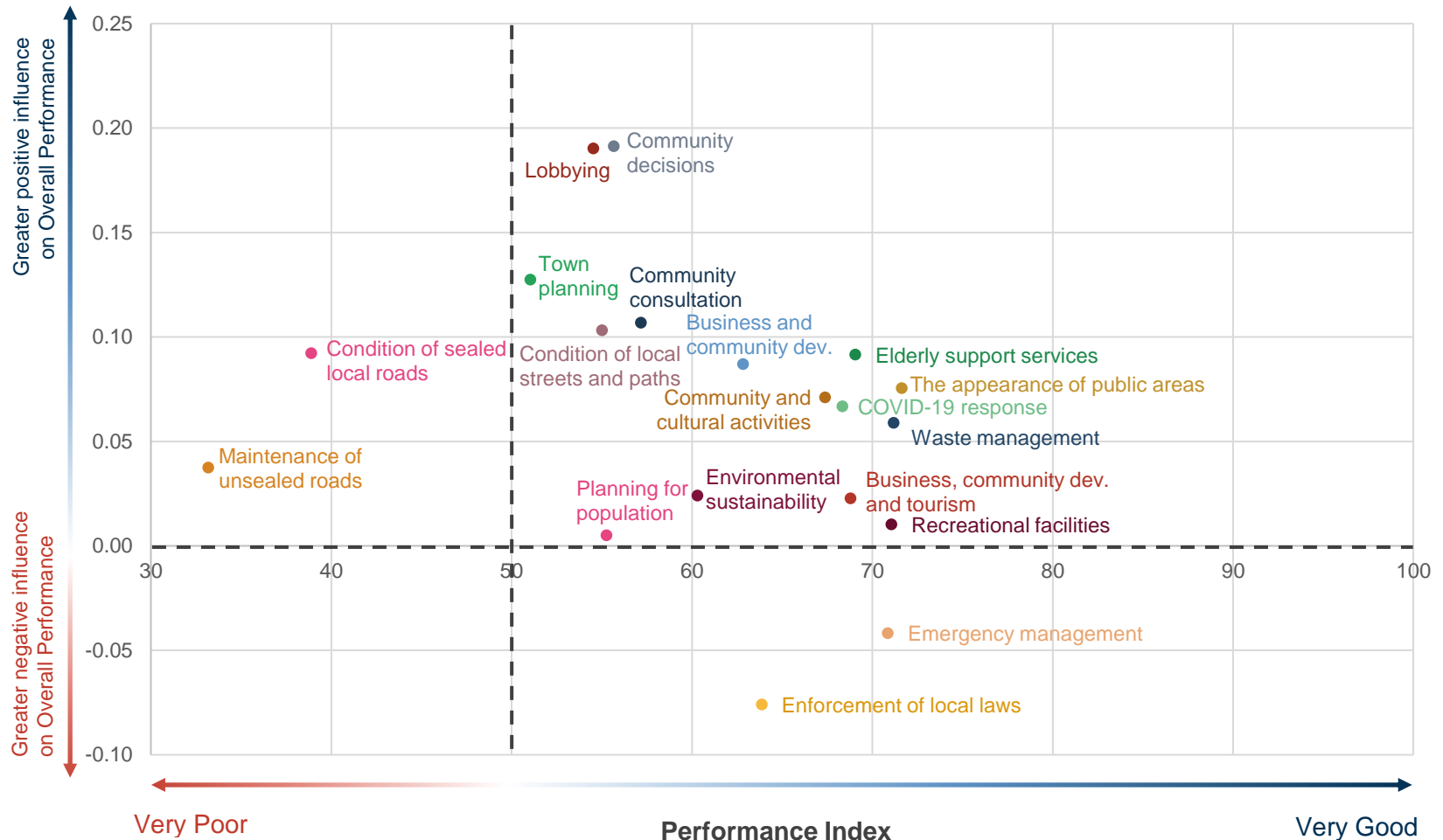
The multiple regression analysis model above (all service areas) has an R² value of 0.687 and adjusted R² value of 0.672, which means that 67% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 44.11. 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)

Greater positive influence on Overall Performance ↑

Greater negative influence on Overall Performance ↓

Lobbying   Community decisions

> Should remain a focus as improvements will have a *stronger* influence and help drive up positive opinion of overall performance.

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

Town planning

Condition of local streets and paths

Business and community dev.

Condition of sealed local roads

Community consultation

Elderly support services

The appearance of public areas

> Focus on this area as currently performing 'poorly' here and changes will have a moderate influence on overall perceptions.

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

Very Poor ←   **Performance Index**   → **Very Good**

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.672 and adjusted R² value of 0.664, which means that 66% 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 = 88.94

Best things about Council

2024 best things about Council (%)
- Top mentions only -

Category	%
Community/Public Events/Activities/Australia Day Mentions	7
Community Engagement/Involvement/Consultation/Approachable	7
Customer Service	7
Tourism	6
Location	5
Road/Street Maintenance/Streetscape	5
Waste Management/Hard Waste & Tip	5
Recreational/Sporting Facilities	5
Community Support Services	4
Parks and Gardens	3
The Community/Community Feeling/Neighbourhood	3

Q16. Please tell me what is the ONE BEST thing about Moyne Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
A verbatim listing of responses to this question can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Fewer than six in ten Council residents (57%) had contact with Council in the last 12 months. Contact with Council has been on the decline since 2022, having been stable at almost two thirds of adults for the previous five years.

Telephone (30%), in-person visits (25%), and email (23%) remain the most common forms of contact with Council.

Among those residents who have had contact with Council, 65% provide a positive customer service rating of 'very good' or 'good', including 32% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 69 is in line with its 2023 result. Since 2021, Council has maintained a relatively higher score compared to earlier years.

Council's customer service is rated in line with the Large Rural group and State-wide averages for councils (index scores of 65 and 67 respectively).

- Customer service is rated significantly higher than the Council average by residents of postcode 3276 (index score of 88, small sample size) and residents aged 18 to 34 years (index score of 79). However, these groups had the least contact with Council.

- Customer service is rated significantly lower than the Council average by 35 to 49 year olds (index score of 59), who have greater contact with Council.

For the three leading channels of contact, ratings of customer service by recent users are more positive for in-person and telephone (index scores of 71 and 69 respectively) than for email (index score of 61).

Contact with council

2024 contact with council (%)
Have had contact

Q5a. Have you or any member of your household had any recent contact with Moyne Shire Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

J W S R E S E A R C H   35

Contact with council

2024 contact with council (%)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	65▲	62	60	62	63	61	61	58	58	60
Large Rural	65▲	61	61	63	61	62	62	57	57	59
3284	64	65	78	72	76	71	69	66	77	60
50-64	60	61	70	65	74	70	60	61	69	61
35-49	58	63	68	73	74	71	73	64	73	48
Moyne	57	59	65	65	66	67	65	61	67	51
Women	57	63	61	67	67	66	62	60	64	49
Men	56	54	70	63	66	68	67	62	69	53
65+	56	60	60	64	61	60	60	55	65	57
3272	53	66	62	57	52	74	57	64	68	55
18-34	53	50	67	57	59	68	66	65	60	36
3276	48*	64	72	57	58	85	78	59	83	67

Q5a. Have you or any member of your household had any recent contact with Moyne Shire Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

2024 customer service rating (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3276	88*▲	67	70	62	73	64	69	58	61	52
18-34	79▲	73	74	70	59	65	64	69	64	65
3272	75*	69	70	77	66	68	65	70	80	72
Women	70	71	75	70	68	68	69	69	70	68
65+	69	70	72	71	69	71	63	70	70	68
Moyne	69	70	72	71	67	67	65	66	67	67
Men	68	69	69	71	65	67	62	63	64	67
50-64	68	66	68	73	71	68	65	64	71	68
State-wide	67	67	68	70	70	71	70	69	69	70
3284	67	68	78	70	69	65	64	66	71	72
Large Rural	65	65	67	68	68	69	67	66	67	67
35-49	59▼	72	73	70	67	66	70	63	64	68

Q5c. Thinking of the most recent contact, how would you rate Moyne Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 62 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating

2024 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	32	33	17	12	5	1
2023 Moyne	23	47	20	6	4	
2022 Moyne	33	34	18	5	6	4
2021 Moyne	29	39	17	7	5	2
2020 Moyne	27	35	21	6	9	2
2019 Moyne	25	37	22	10	4	1
2018 Moyne	22	39	20	10	7	2
2017 Moyne	23	39	21	11	5	1
2016 Moyne	26	40	18	8	7	1
2015 Moyne	23	42	21	6	7	1
State-wide	29	34	18	9	8	1
Large Rural	27	34	19	10	9	1
3284	29	35	16	12	8	
3272*	33	39	6	8	3	10
3276*	53	47				
Men	30	35	15	10	7	3
Women	34	32	17	14	3	
18-34	37	43	10	6		5
35-49	25	25	18	25	7	
50-64	29	35	19	6	9	1
65+	35	30	18	11	5	

Q5c. Thinking of the most recent contact, how would you rate Moyne Shire Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 62 Councils asked group: 18
*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**
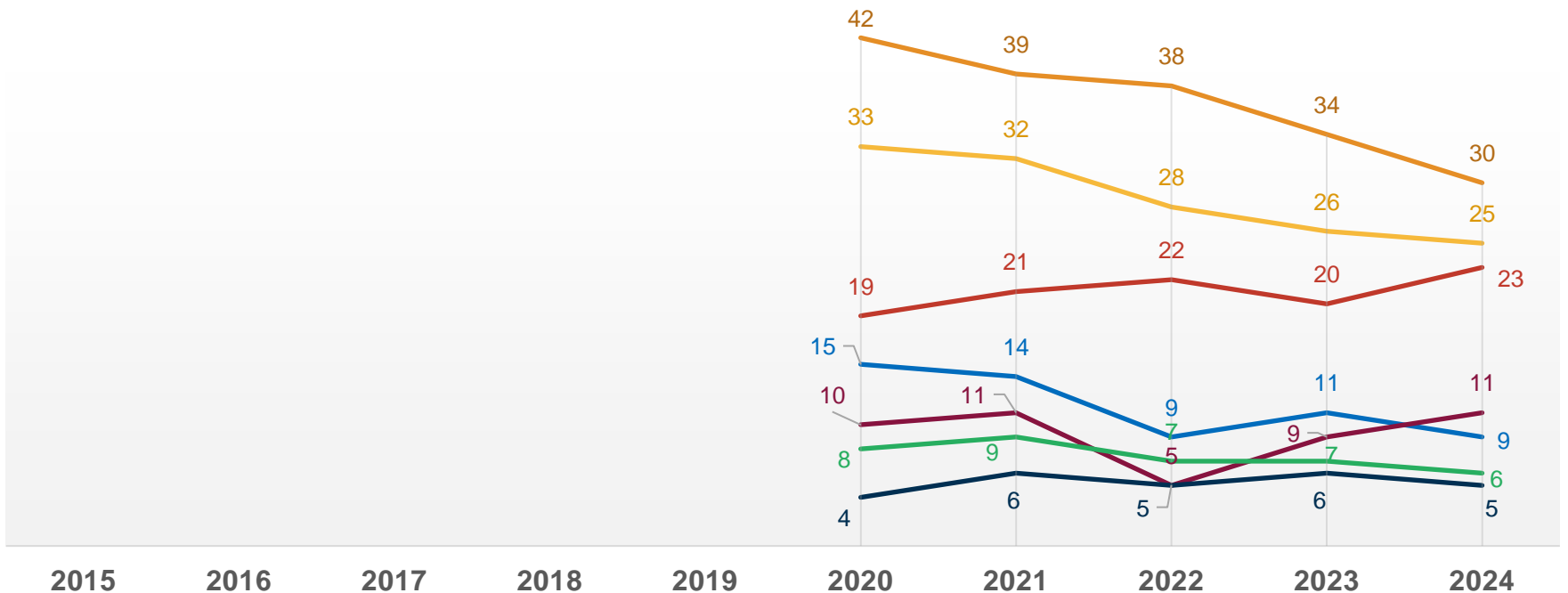
	2020	2021	2022	2023	2024
By Telephone	42	39	38	34	30
In Person	33	32	28	26	25
By Email	19	21	22	20	23
In Writing	15	14	7	11	9
Via Website	10	11	5	9	11
By Social Media	8	9	5	7	6
By Text Message	4	6	5	6	5

Q5a. Have you or any member of your household had any recent contact with Moyne Shire Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9
Note: Respondents could name multiple contacts methods so responses may add to more than 100%

JWS RESEARCH 39

Customer service rating by method of last contact

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

		2023	2022	2021	2020	2019	2018	2017	2016	2015
By social media	89*	56	82	69	63	n/a	n/a	n/a	n/a	n/a
In writing	80*	62	72	70	55	n/a	n/a	n/a	n/a	n/a
Via website	76*	61	76	67	71	n/a	n/a	n/a	n/a	n/a
In person	71	76	76	71	72	n/a	n/a	n/a	n/a	n/a
By telephone	69	72	69	70	65	n/a	n/a	n/a	n/a	n/a
By email	61	65	70	71	66	n/a	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Moyne 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: 9
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)

Method	Very good	Good	Average	Poor	Very poor	Can't say
By social media*	47	39				13
In writing*	32	56	12			
Via website*	42	43		11	4	
In person	35	34	16	9	6	
By telephone	28	39	19	9	5	
By email	29	19	21	21	6	4

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

Q5c. Thinking of the most recent contact, how would you rate Moyne 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: 9
*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 sent via email (32%) or via mail (26%). The email format overtook the mail format in 2023 as most preferred.

Social media updates appeal to 19% of residents.

- The preferred form of communication among residents under 50 years of age is a newsletter sent via email (36%, up nine percentage points on 2023). This is followed by social media (25%) and a newsletter sent via mail (22%).

- Residents aged 50 years and over now prefer newsletters sent via mail and via email in equal proportions (30% for each). Significantly stronger preference for the mail version over the email version among this cohort ended in 2022. Social media updates appeal to 14%.

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

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Council Newsletter via Mail (blue)	34	37	34	33	31	31	30	28	25	26
Council Newsletter via Email (red)	17	20	23	24	22	21	27	27	27	32
Advertising in a Local Newspaper (yellow)	22	19	18	19		14			12	7
Council Newsletter as Local Paper Insert (orange)	20	12	13	12	10	7	10	9 / 8	3	3
Social Media (green)					17	17	15	18	19	19
Text Message (dark navy)	3	4	5	6	4	4	6	5	7	7
Council Website (maroon)	2	3	3	2	2	1	1	3	1	1
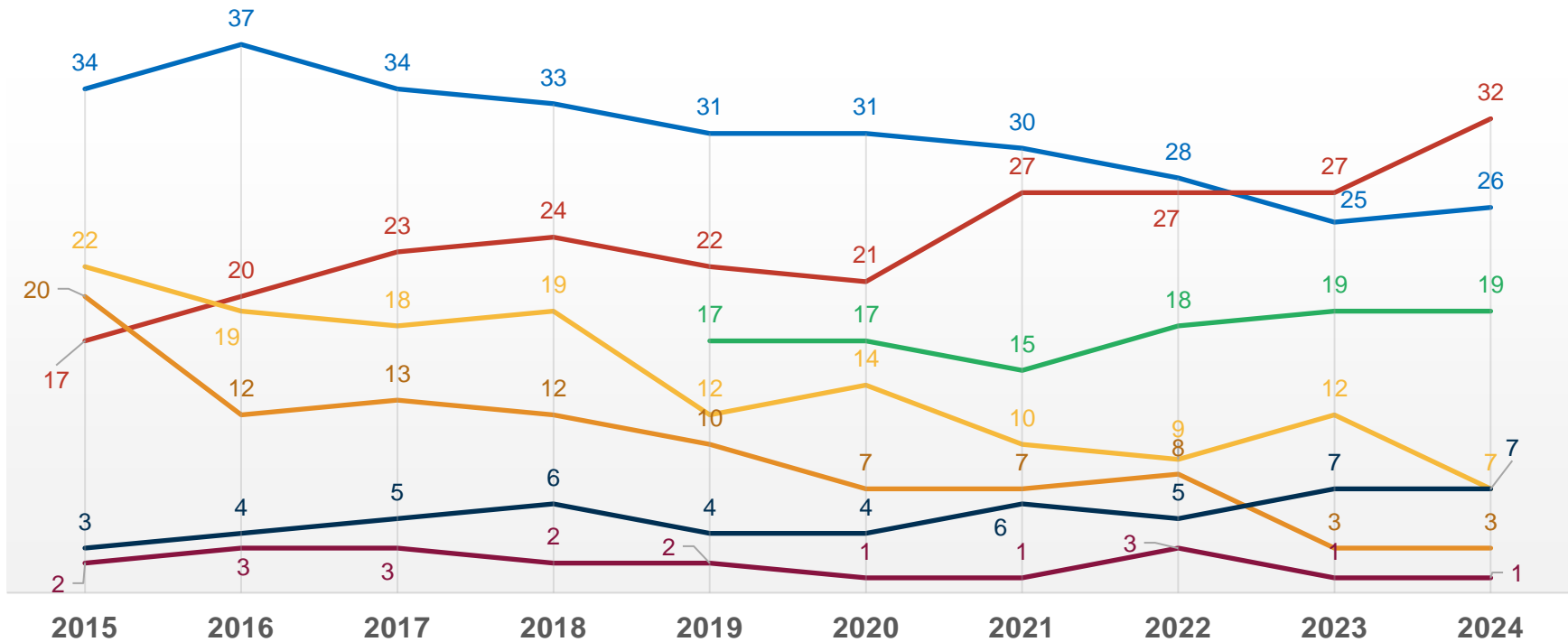
Q13. If Moyne Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 9
Note: 'Social Media' was 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**
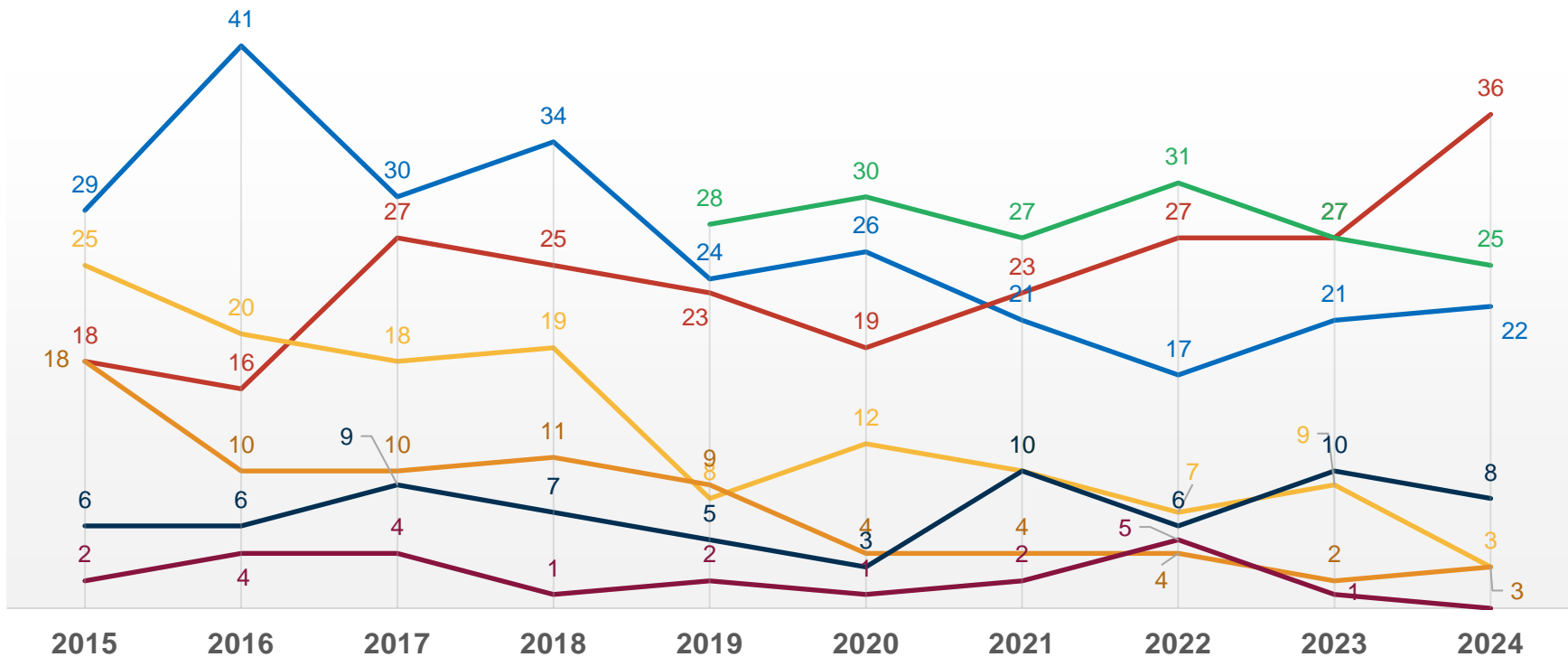
Q13. If Moyne Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged under 50. Councils asked State-wide: 38 Councils asked group: 9
Note: 'Social 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
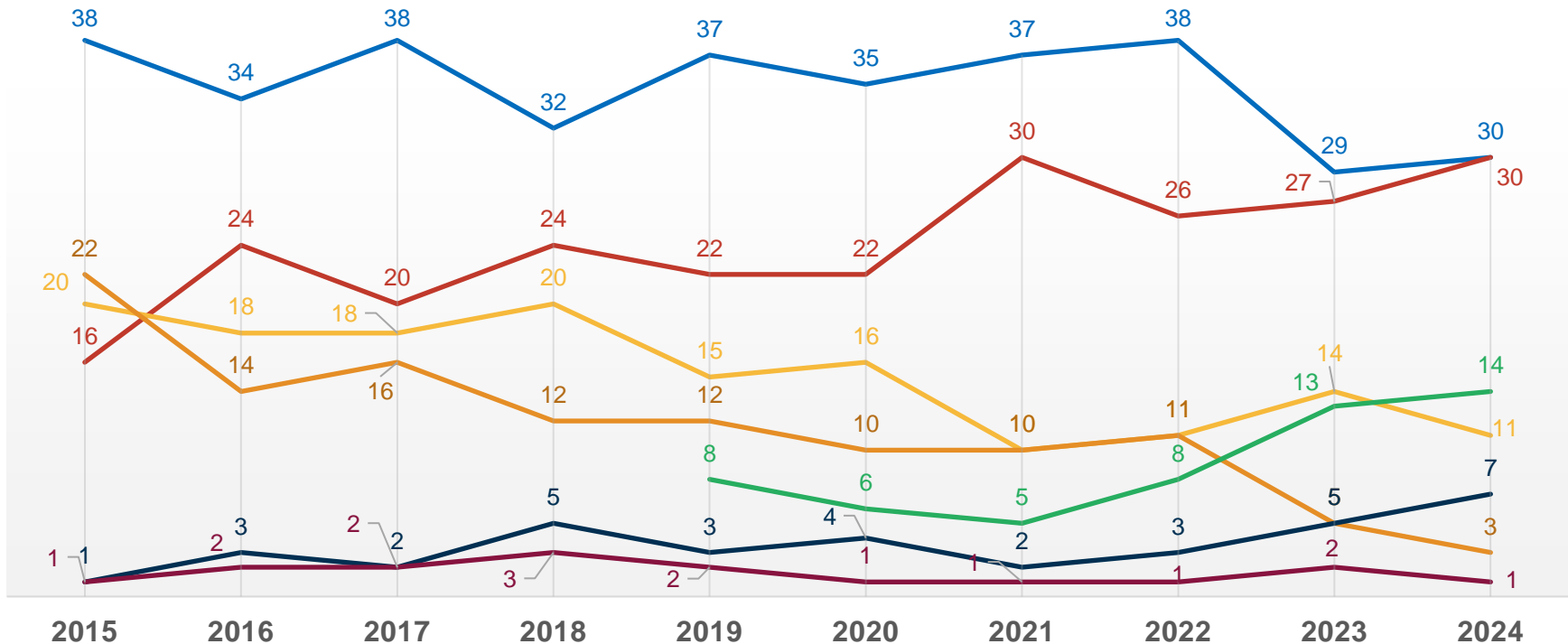
Q13. If Moyne Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged 50+ years. Councils asked State-wide: 38 Councils asked group: 9
Note: 'Social Media' was included in 2019.

Council direction

Council direction

Over the last 12 months, 73% of residents believe the direction of Council's overall performance has stayed the same (up six percentage points on 2023).

- 10% believe Council direction has improved (down five percentage points on 2023).

- 14% believe it has deteriorated (similar to 16% in 2023).

Council's overall direction index score (48) is little changed over the past three years, and rates significantly higher than the Large Rural group and State-wide averages (42 and 45 respectively).
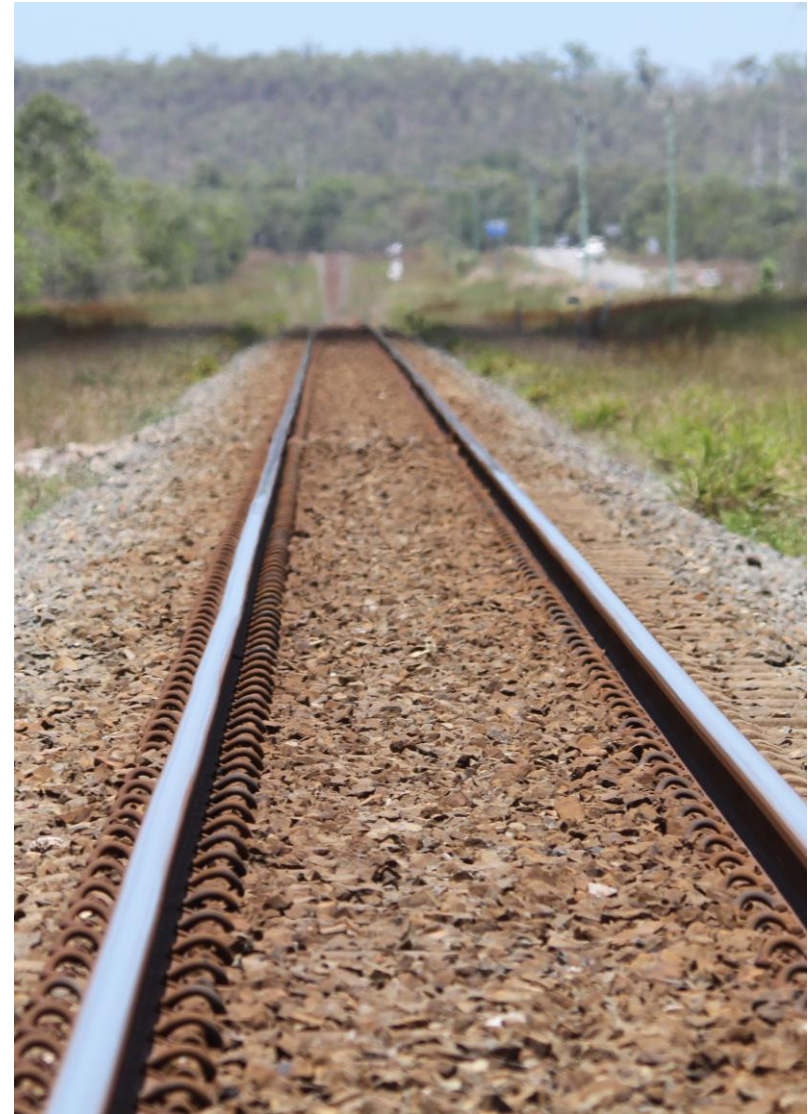
Overall council direction last 12 months

2024 overall council direction (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3276	53*	38	45	57	40	50	35	66	59	61
3284	51	50	49	59	57	56	56	57	55	66
18-34	50	54	56	53	45	55	44	55	55	62
65+	48	48	47	59	52	58	53	55	56	55
3272	48	54	50	59	45	52	53	58	51	52
35-49	48	51	49	56	54	52	55	57	48	51
Moyne	48	49	50	57	51	54	50	55	52	56
Women	48	50	52	58	53	56	50	57	54	57
Men	47	49	48	56	48	52	49	52	50	56
State-wide	45▼	46	50	53	51	53	52	53	51	53
50-64	44	46	49	57	50	49	45	52	49	58
Large Rural	42▼	44	47	51	50	51	52	52	48	51

Q6. Over the last 12 months, what is your view of the direction of Moyne Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Overall council direction last 12 months

2024 overall council direction (%)

Category	Improved	Stayed the same	Deteriorated	Can't say
2024 Moyne	10	73	14	3
2023 Moyne	15	67	16	2
2022 Moyne	13	69	14	4
2021 Moyne	21	67	8	3
2020 Moyne	15	66	14	5
2019 Moyne	18	67	11	4
2018 Moyne	14	68	15	3
2017 Moyne	18	68	10	4
2016 Moyne	16	65	12	7
2015 Moyne	22	67	9	2
State-wide	12	60	23	5
Large Rural	11	59	25	5
3284	13	74	12	2
3272	11	69	14	6
3276*	6	94		
Men	11	72	16	1
Women	8	73	13	5
18-34	11	72	11	6
35-49	8	79	12	
50-64	11	67	22	
65+	10	73	13	5

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

Q6. Over the last 12 months, what is your view of the direction of Moyne Shire Council's overall performance?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
*Caution: small sample size < n=30

Individual service areas

Community consultation and engagement importance

2024 consultation and engagement importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	83 ▲	77	74	76	73	n/a	n/a	n/a	n/a	n/a
3284	81	83	79	82	79	n/a	n/a	n/a	n/a	n/a
Women	81 ▲	82	80	80	78	n/a	n/a	n/a	n/a	n/a
35-49	78	82	80	81	78	n/a	n/a	n/a	n/a	n/a
3276	78*	74	72	93	76	n/a	n/a	n/a	n/a	n/a
Large Rural	77	77	77	77	76	75	76	75	76	75
Moyne	77	78	76	76	74	n/a	n/a	n/a	n/a	n/a
3272	77	80	74	76	66	n/a	n/a	n/a	n/a	n/a
State-wide	76	76	76	75	74	74	74	74	75	74
65+	76	77	79	75	76	n/a	n/a	n/a	n/a	n/a
Men	73 ▼	74	73	73	71	n/a	n/a	n/a	n/a	n/a
18-34	73	76	70	72	70	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Community consultation and engagement importance

2024 consultation and engagement importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	32	47	15	4	1	1
2023 Moyne	34	45	16	3		1
2022 Moyne	32	43	20	3		1
2021 Moyne	33	43	19	3	1	1
2020 Moyne	29	44	23	4		1
State-wide	33	41	21	3	1	1
Large Rural	35	41	20	3	1	1
3284	43	39	15	2		1
3272	46	29	15	5	4	
3276*	17	78	6			
Men	29	43	19	7	1	1
Women	35	50	12			2
18-34	25	45	22	5		3
35-49	31	56	8	2	2	
50-64	46	38	14	1		1
65+	30	47	16	5		1

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

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9
*Caution: small sample size < n=30

Community consultation and engagement performance

2024 consultation and engagement performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	68▲	57	57	53	65	60	62	61	63	65
3276	64*	48	41	39	50	54	59	57	69	62
3284	60	56	57	63	61	62	61	63	62	63
Women	59	55	57	56	60	58	58	59	58	59
35-49	58	50	53	58	58	56	55	60	55	58
Moyne	57	53	55	57	59	57	57	58	58	59
Men	56	51	53	57	58	56	55	57	58	60
65+	54	53	55	57	57	58	58	57	60	58
3272	54	53	60	54	53	56	59	64	55	54
State-wide	51▼	52	54	56	55	56	55	55	54	56
50-64	51	52	55	58	56	54	52	56	53	56
Large Rural	48▼	49	51	54	54	54	54	52	52	54

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Community consultation and engagement performance

2024 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	14	29	29	17	6	5
2023 Moyne	9	26	33	18	7	6
2022 Moyne	10	28	33	16	6	7
2021 Moyne	10	31	30	13	7	9
2020 Moyne	9	38	28	10	7	8
2019 Moyne	8	34	30	15	5	8
2018 Moyne	8	36	29	16	6	5
2017 Moyne	9	35	32	14	5	6
2016 Moyne	8	34	39	9	5	6
2015 Moyne	7	39	30	14	3	8
State-wide	7	26	31	17	10	8
Large Rural	6	24	32	19	12	7
3284	16	36	26	14	7	1
3272	12	32	27	18	12	
3276*	21	35	17	22		6
Men	13	29	31	17	8	2
Women	15	29	26	17	5	8
18-34	27	30	22	11	3	6
35-49	13	31	31	15	6	4
50-64	8	26	33	27	6	1
65+	10	28	30	16	9	7

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
*Caution: small sample size < n=30

Lobbying on behalf of the community performance

2024 lobbying performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	61	55	55	64	57	59	57	61	58	64
18-34	59	58	59	53	57	57	58	58	55	64
3276	57*	49	47	52	46	60	55	56	59	63
65+	55	55	53	58	56	55	55	57	58	57
Men	55	52	53	53	55	55	52	56	51	56
Moyne	55	54	54	55	56	55	52	57	54	57
Women	55	55	54	57	57	54	53	57	56	57
35-49	53	55	50	54	55	52	52	58	50	51
50-64	50	48	54	56	55	54	45	53	52	56
State-wide	50▼	51	53	55	53	54	54	54	53	55
Large Rural	47▼	49	51	54	53	52	52	51	50	53
3272	46	55	53	50	47	51	50	59	56	46

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: 14
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Lobbying on behalf of the community performance

2024 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	9	27	32	17	5	11
2023 Moyne	9	23	32	15	6	16
2022 Moyne	8	21	38	12	6	15
2021 Moyne	10	25	34	10	8	14
2020 Moyne	9	30	27	14	7	14
2019 Moyne	6	28	33	13	5	15
2018 Moyne	4	24	36	13	6	16
2017 Moyne	8	28	33	13	4	15
2016 Moyne	3	29	37	15	4	12
2015 Moyne	5	32	29	13	4	16
State-wide	4	21	31	15	8	20
Large Rural	4	19	32	18	9	17
3284	15	25	31	10	4	14
3272	14	12	25	28	12	10
3276*	21	6	46	11	6	11
Men	8	30	31	15	7	8
Women	9	22	34	19	3	13
18-34	11	33	33	20		3
35-49	8	19	44	12	6	10
50-64	7	28	24	27	8	6
65+	8	27	28	13	6	18

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: 14
Caution: small sample size < n=30

Decisions made in the interest of the community performance

2024 community decisions made performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	58	63	55	57	59	56	65	58	60	67
Men	57	53	54	57	55	54	55	58	54	60
65+	57	54	57	58	59	59	59	62	59	59
3284	56	56	55	60	60	59	62	65	63	63
Moyne	56	55	55	58	58	55	57	59	56	59
Women	55	56	56	60	60	57	58	60	59	58
35-49	54	48	55	61	56	56	53	59	52	55
50-64	53	52	54	58	56	50	51	56	54	55
3276	52*	42	48	57	43	49	51	58	59	66
3272	51	56	51	55	54	52	60	60	51	50
State-wide	50▼	51	54	56	53	55	54	54	54	55
Large Rural	46▼	48	51	54	52	52	52	51	50	52

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
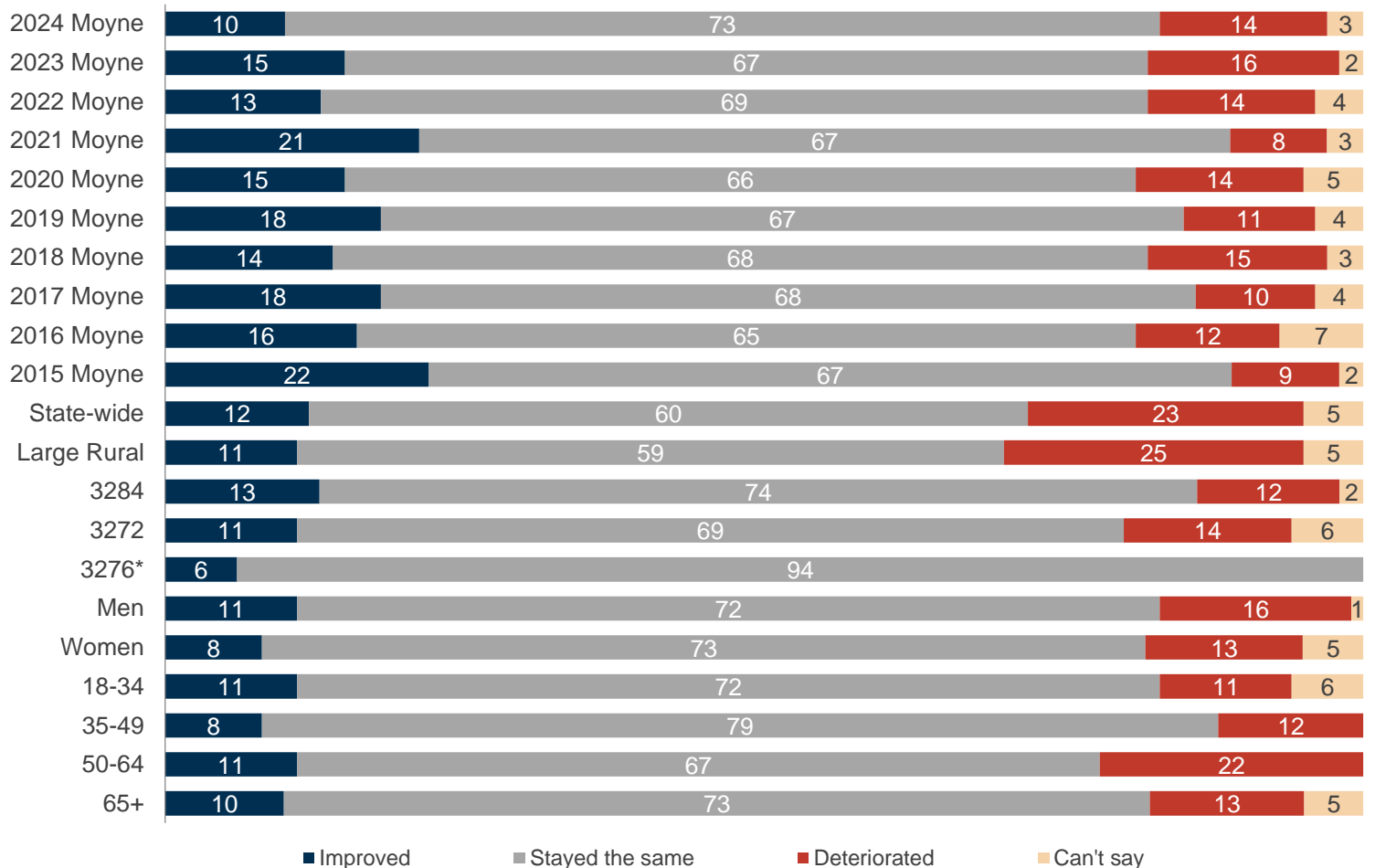*Note: Please see Appendix A for explanation of significant differences.*
Caution: small sample size < n=30

Decisions made in the interest of the community performance

2024 community decisions made performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	11	30	33	13	8	5
2023 Moyne	8	31	32	18	6	5
2022 Moyne	9	31	33	15	7	6
2021 Moyne	9	36	31	8	8	8
2020 Moyne	10	34	30	12	7	7
2019 Moyne	5	35	33	14	6	8
2018 Moyne	6	35	38	14	3	5
2017 Moyne	7	38	34	11	4	6
2016 Moyne	7	31	37	11	5	8
2015 Moyne	5	38	36	7	5	8
State-wide	6	26	33	17	11	9
Large Rural	4	22	34	19	13	8
3284	11	28	32	18	5	5
3272	12	30	26	13	18	2
3276*	6	20	52	11	6	6
Men	11	34	27	15	7	5
Women	10	26	40	10	9	5
18-34	19	28	25	8	14	6
35-49	8	29	38	17	6	2
50-64	8	30	35	15	9	3
65+	9	31	34	13	5	8

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

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
*Caution: small sample size < n=30

The condition of sealed local roads in your area performance

2024 sealed local roads performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3276	57*▲	37	41	41	33	28	27	30	34	45
3284	49▲	46	48	50	48	45	44	43	37	51
State-wide	45▲	48	53	57	54	56	53	53	54	55
65+	43	45	46	50	42	47	39	40	40	42
Men	41	40	40	41	37	40	32	35	31	37
Moyne	39	38	42	43	38	39	34	36	33	40
Large Rural	38	40	45	50	47	47	45	43	44	45
35-49	38	31	42	40	38	32	34	35	27	36
50-64	37	38	39	43	39	41	27	32	29	37
Women	37	36	44	46	39	38	35	37	34	43
3272	36	34	44	42	35	38	37	38	14	32
18-34	34	34	39	38	30	33	33	37	33	44

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
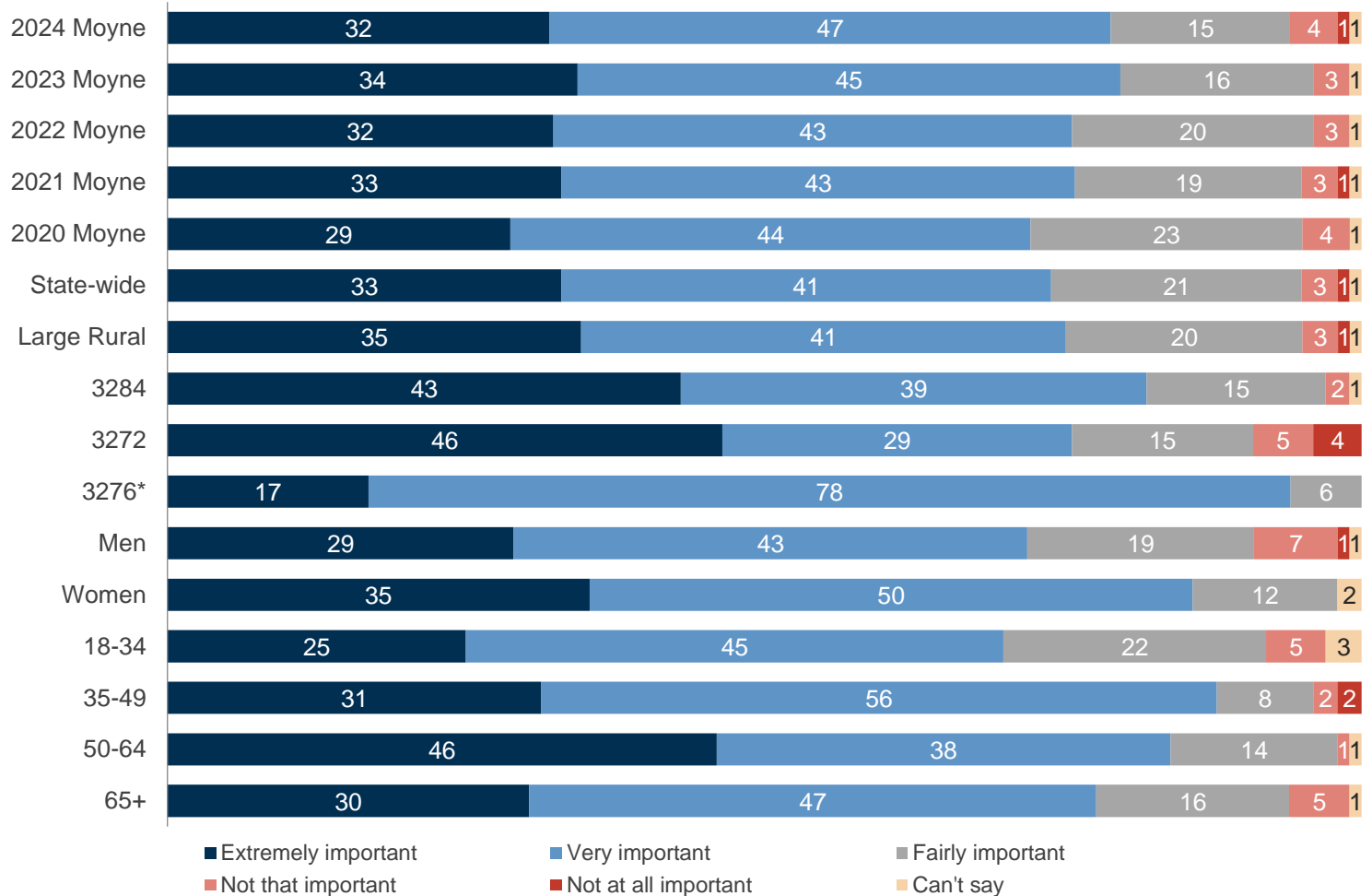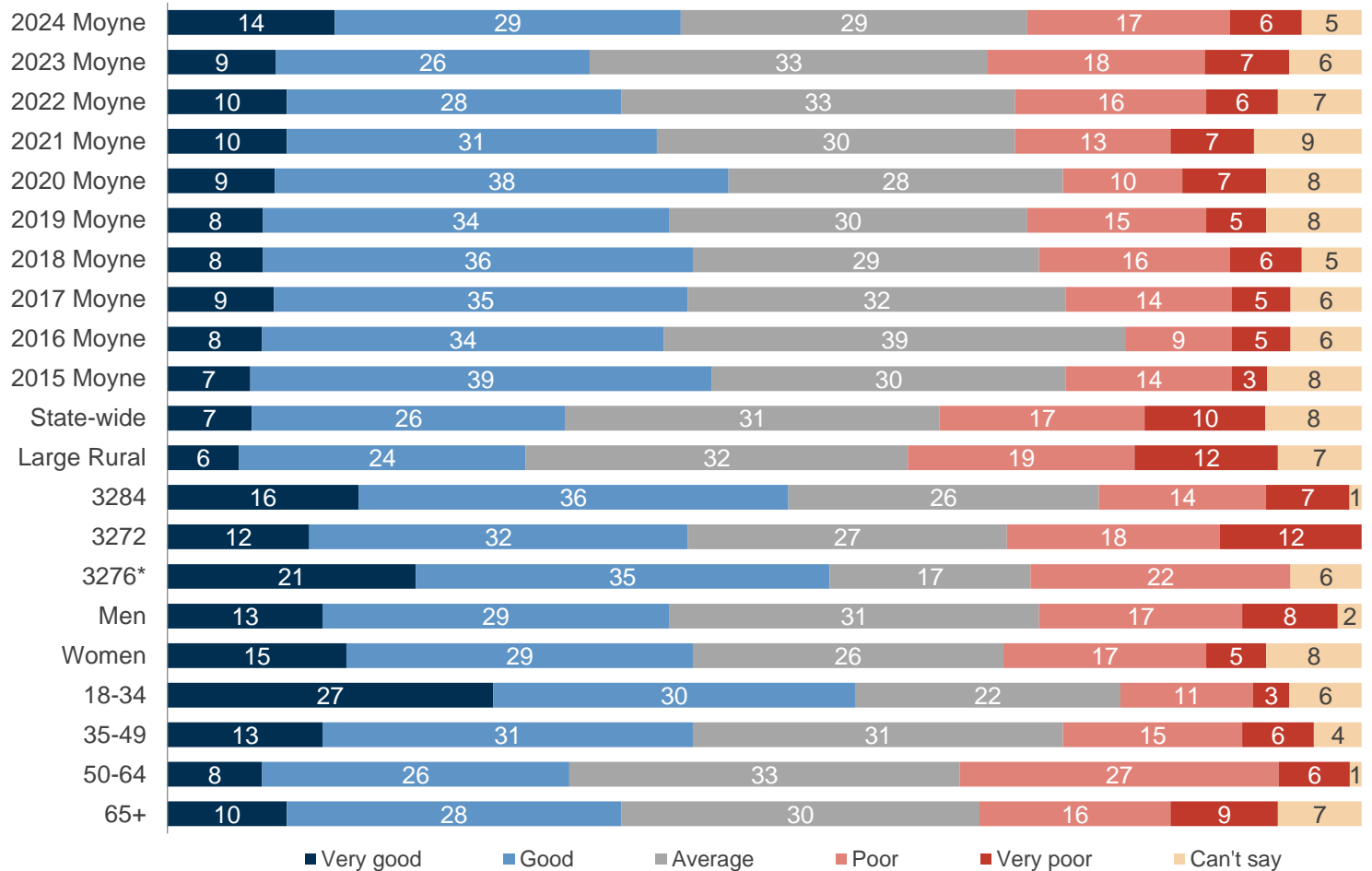*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

The condition of sealed local roads in your area performance

2024 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	6	17	26	26	24	1
2023 Moyne	4	17	29	24	24	1
2022 Moyne	7	19	31	21	21	1
2021 Moyne	8	23	25	20	23	1
2020 Moyne	4	18	28	24	25	1
2019 Moyne	4	19	25	30	21	1
2018 Moyne	4	10	28	27	28	1
2017 Moyne	4	14	29	27	25	1
2016 Moyne	3	14	25	26	32	
2015 Moyne	3	22	26	29	20	1
State-wide	8	24	27	20	19	1
Large Rural	5	18	27	24	26	1
3284	11	29	23	18	18	
3272	7	3	36	36	18	
3276*	6	46	26	17	6	
Men	5	20	29	22	21	2
Women	7	15	23	29	25	1
18-34	3	19	17	31	28	3
35-49	8	17	25	19	31	
50-64	4	15	31	25	25	
65+	7	18	29	27	16	2

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance

2024 streets and footpaths importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	82 ▲	80	75	81	81	n/a	n/a	n/a	n/a	n/a
State-wide	80 ▲	81	81	79	78	77	78	77	77	77
Large Rural	80 ▲	80	80	79	78	77	77	75	77	77
50-64	80	75	70	75	77	n/a	n/a	n/a	n/a	n/a
Women	79	79	78	80	80	n/a	n/a	n/a	n/a	n/a
18-34	79	75	70	76	80	n/a	n/a	n/a	n/a	n/a
65+	77	76	78	75	76	n/a	n/a	n/a	n/a	n/a
Moyne	77	76	76	76	78	n/a	n/a	n/a	n/a	n/a
Men	74	74	74	72	75	n/a	n/a	n/a	n/a	n/a
3272	73	83	73	79	76	n/a	n/a	n/a	n/a	n/a
3276	73*	69	83	74	73	n/a	n/a	n/a	n/a	n/a
35-49	72	79	81	80	78	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6
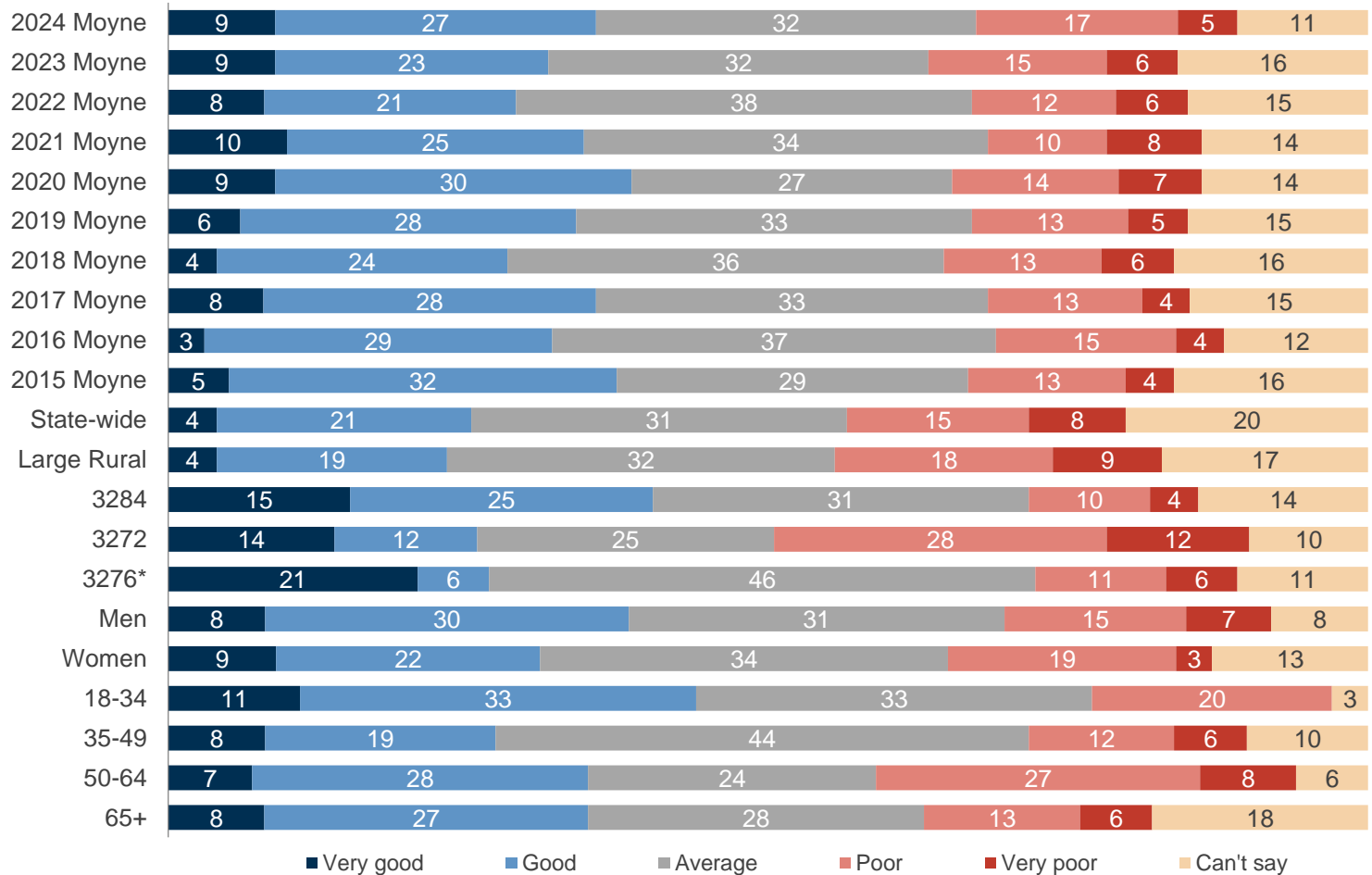*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance

2024 streets and footpaths importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	34	40	19	2	1	3
2023 Moyne	34	37	19	4	1	4
2022 Moyne	32	41	22	2	1	2
2021 Moyne	37	36	18	5	2	3
2020 Moyne	36	41	18	2	1	2
State-wide	40	42	15	1		1
Large Rural	41	40	15	2	1	2
3284	47	34	14	3		1
3272	33	35	27		4	
3276*	17	58	26			
Men	30	40	23	2	2	3
Women	38	41	15	3		3
18-34	39	36	25			
35-49	33	31	25	4	4	2
50-64	39	40	14	2	1	4
65+	30	48	14	3		4

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

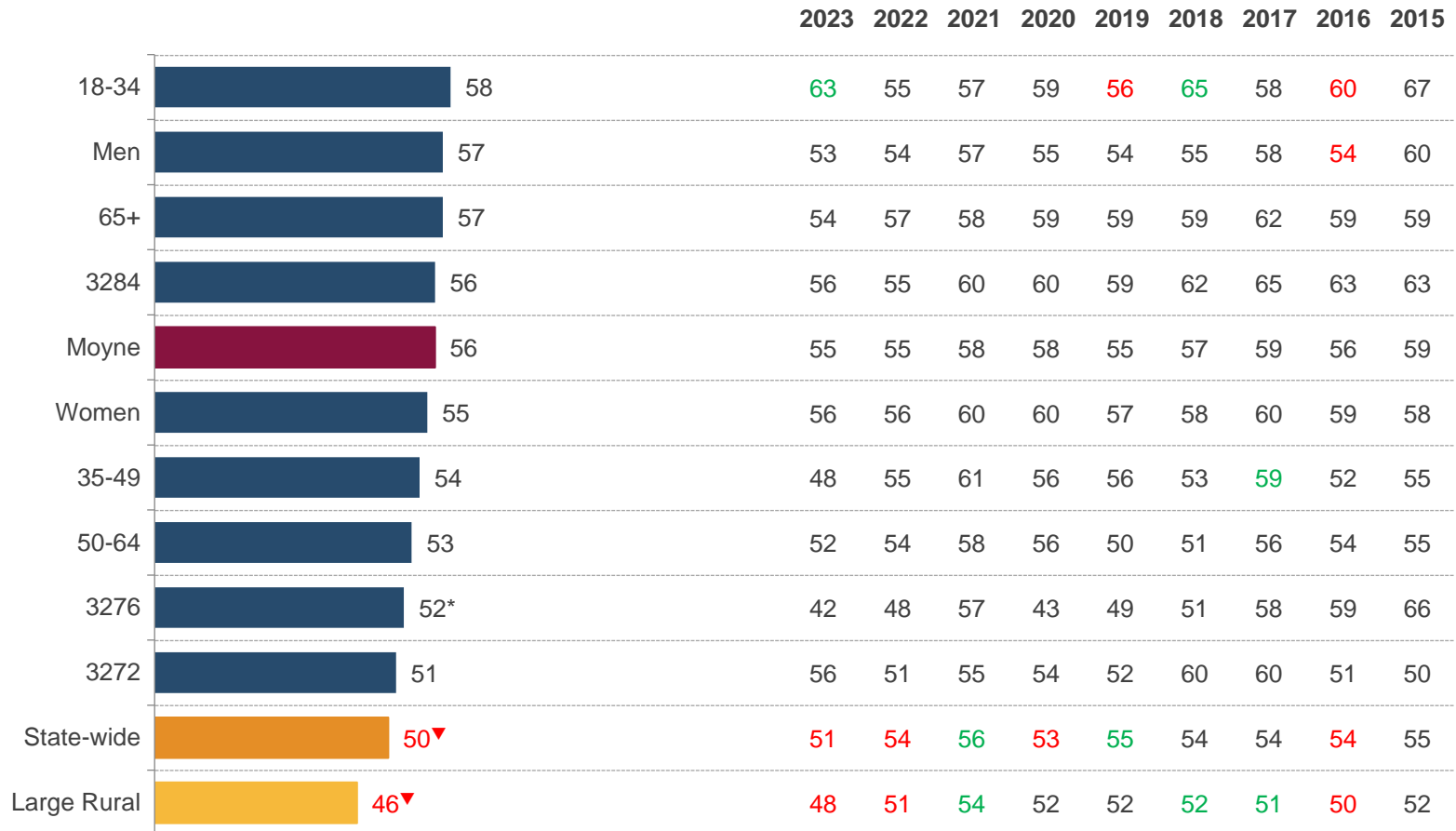*Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?*
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance

2024 streets and footpaths performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	60	63	55	54	54	53	52	64	58	68
3284	58	64	64	59	63	62	58	65	59	67
Women	56	56	57	58	55	54	52	57	54	58
Men	55	56	55	55	54	53	49	58	52	61
Moyne	55	56	56	56	54	54	50	58	53	60
65+	55	56	54	56	56	55	55	59	55	58
35-49	55	54	60	62	54	54	52	55	48	58
3272	54	61	52	62	46	53	56	61	42	44
State-wide	52 ▼	52	57	59	58	59	58	57	57	58
3276	51*	61	50	54	64	54	40	61	77	61
50-64	50	51	58	53	52	52	41	53	51	55
Large Rural	46 ▼	47	51	55	54	55	54	53	53	54

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
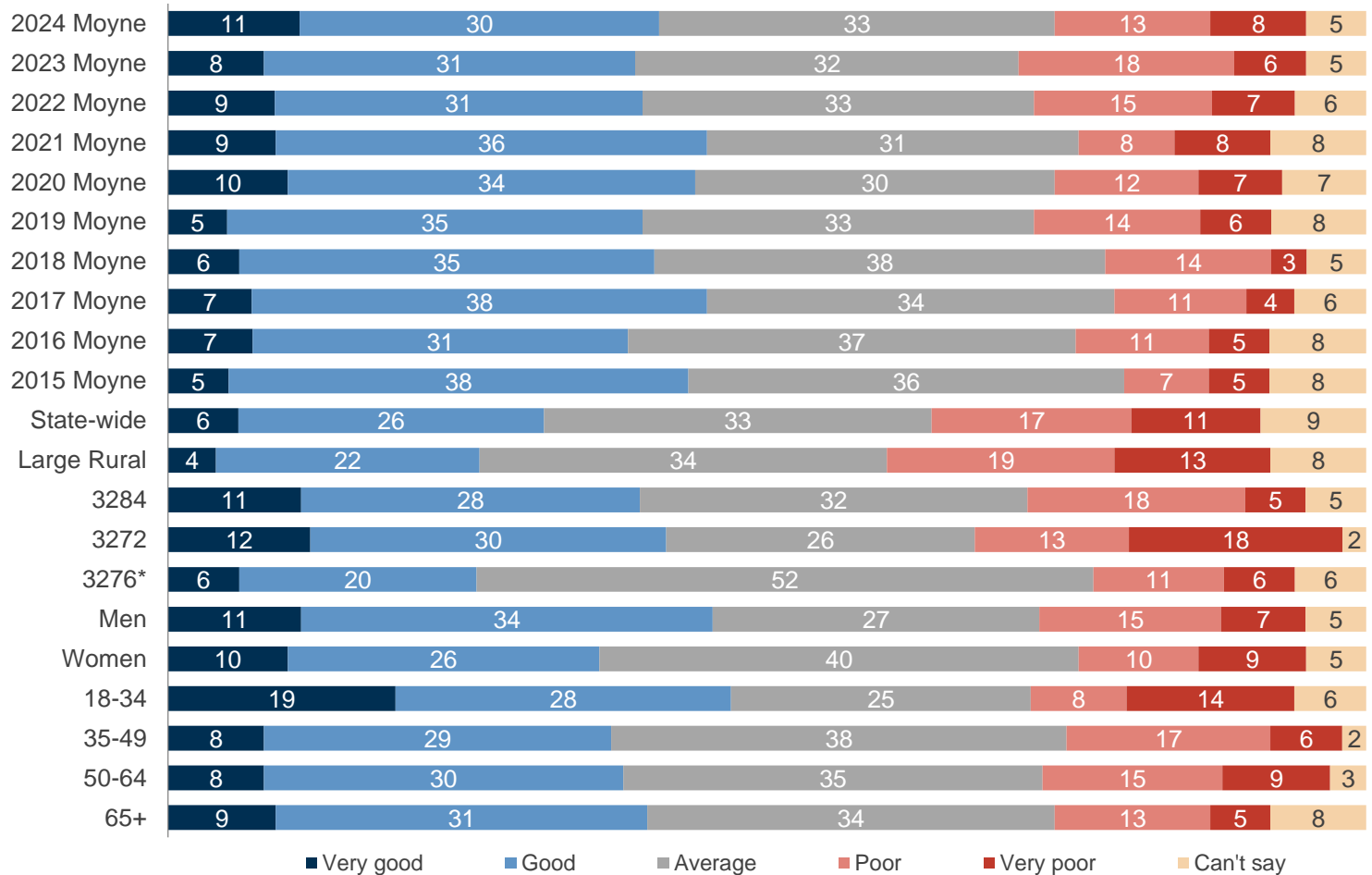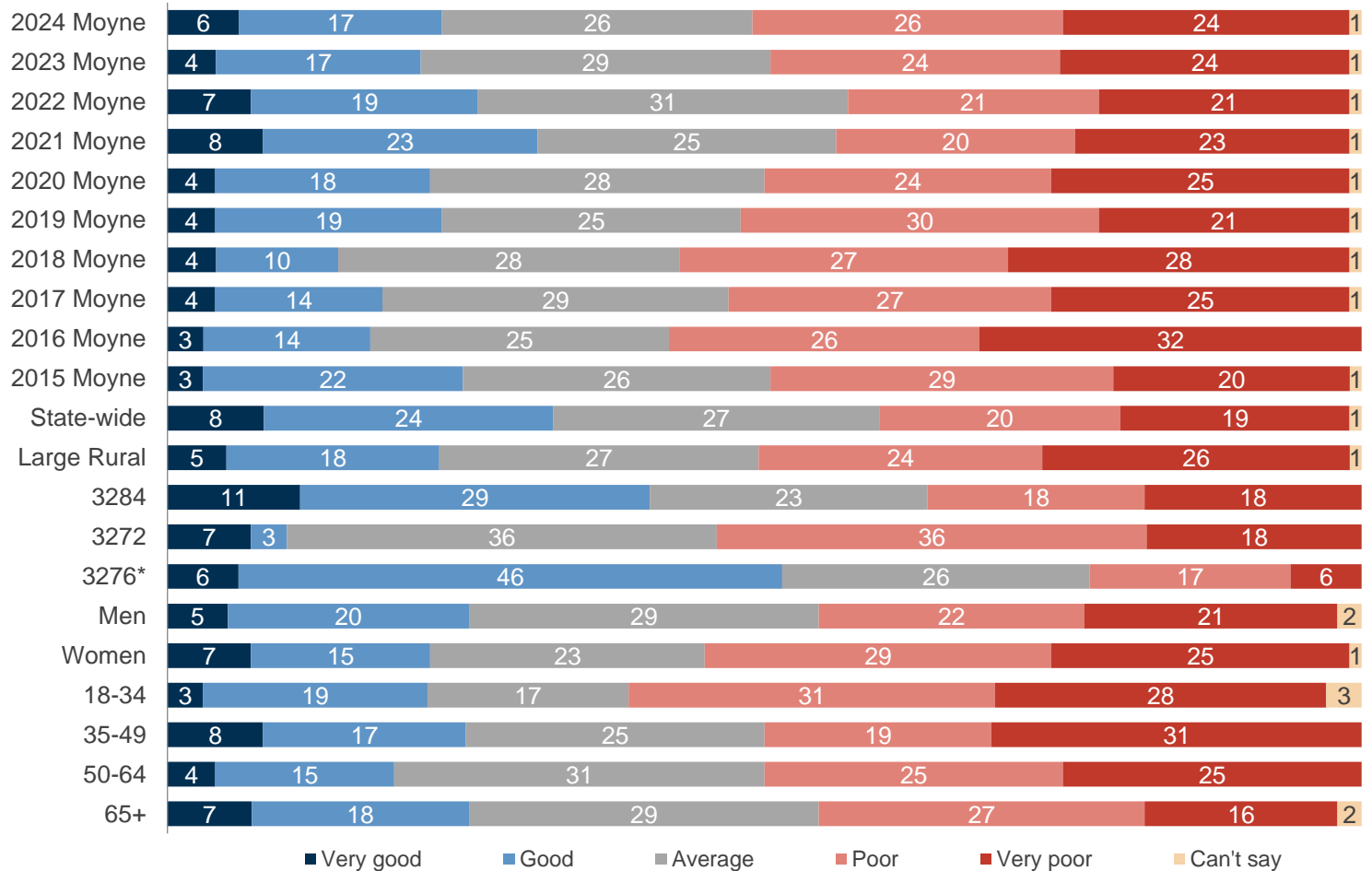*Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance

2024 streets and footpaths performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	13	28	28	17	9	5
2023 Moyne	13	33	25	14	10	5
2022 Moyne	15	26	33	11	10	6
2021 Moyne	16	26	29	14	10	5
2020 Moyne	13	28	25	20	9	5
2019 Moyne	10	34	21	20	9	5
2018 Moyne	10	24	28	18	12	8
2017 Moyne	15	31	21	15	9	8
2016 Moyne	10	27	28	12	12	10
2015 Moyne	17	33	18	18	6	8
State-wide	10	29	28	18	12	2
Large Rural	8	25	28	21	16	3
3284	17	35	23	14	11	1
3272	9	41	19	18	13	2
3276*	6	23	41	31		
Men	15	27	25	19	9	5
Women	11	30	30	14	9	5
18-34	22	25	23	16	8	6
35-49	8	29	40	14	6	2
50-64	9	32	18	22	13	6
65+	13	27	29	15	10	6

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

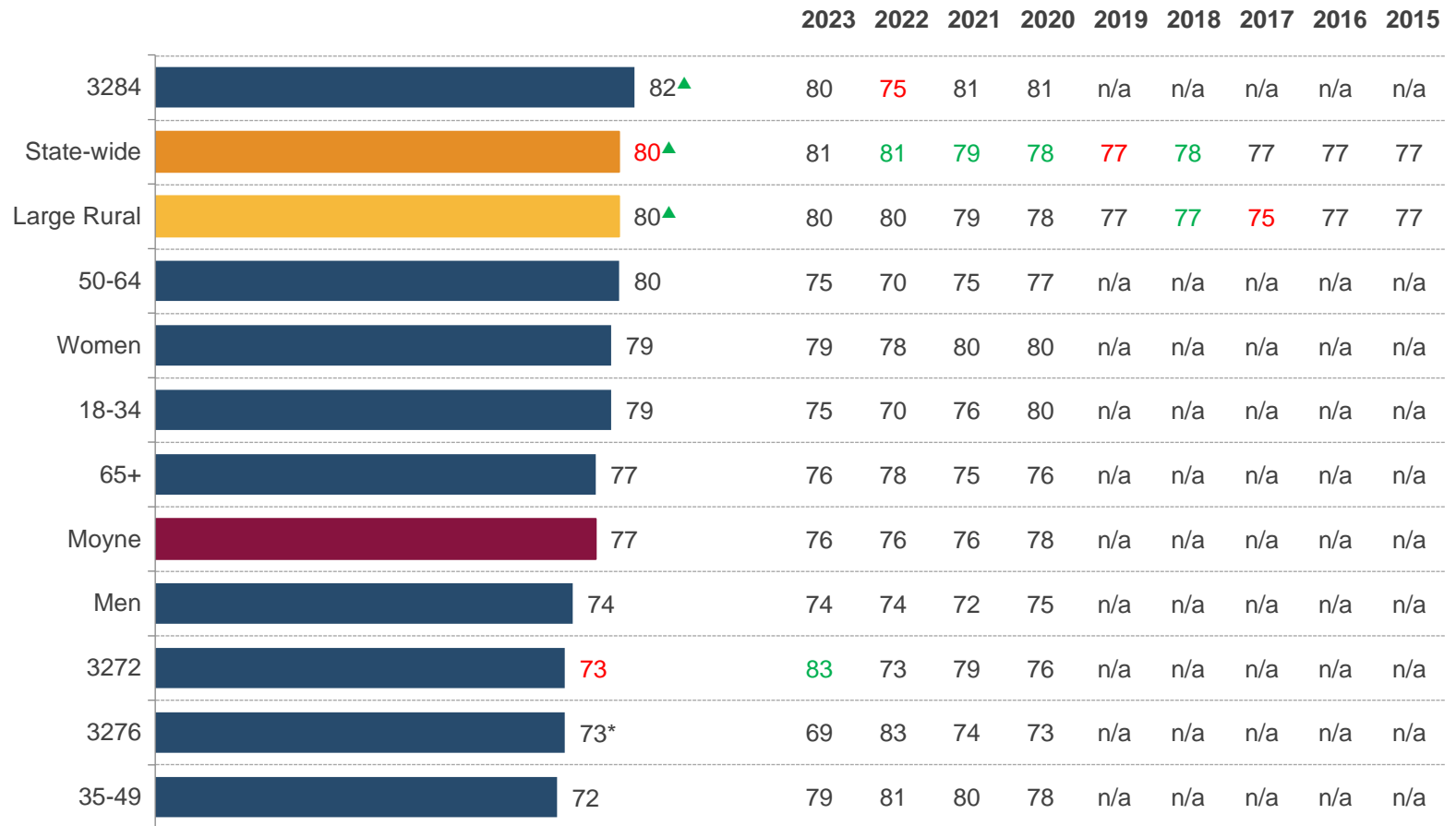*Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?*
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8
*Caution: small sample size < n=30

Enforcement of local laws performance

2024 law enforcement performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	74 ▲	69	66	72	70	65	71	66	67	75
3284	66	67	68	64	63	66	71	69	67	68
Men	65	63	67	63	66	65	65	62	63	64
Moyne	64	63	67	66	67	65	66	64	66	67
50-64	63	59	70	64	66	65	63	61	64	64
Women	63	63	66	69	68	65	67	66	68	70
3276	62*	58	61	62	65	60	67	48	66	70
State-wide	61 ▼	61	63	64	63	64	64	64	63	66
65+	61	63	65	62	65	64	62	63	64	61
35-49	60	61	68	68	68	66	67	67	67	69
Large Rural	60 ▼	61	64	64	64	64	64	63	63	65
3272	57	59	60	63	70	58	62	65	64	67

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
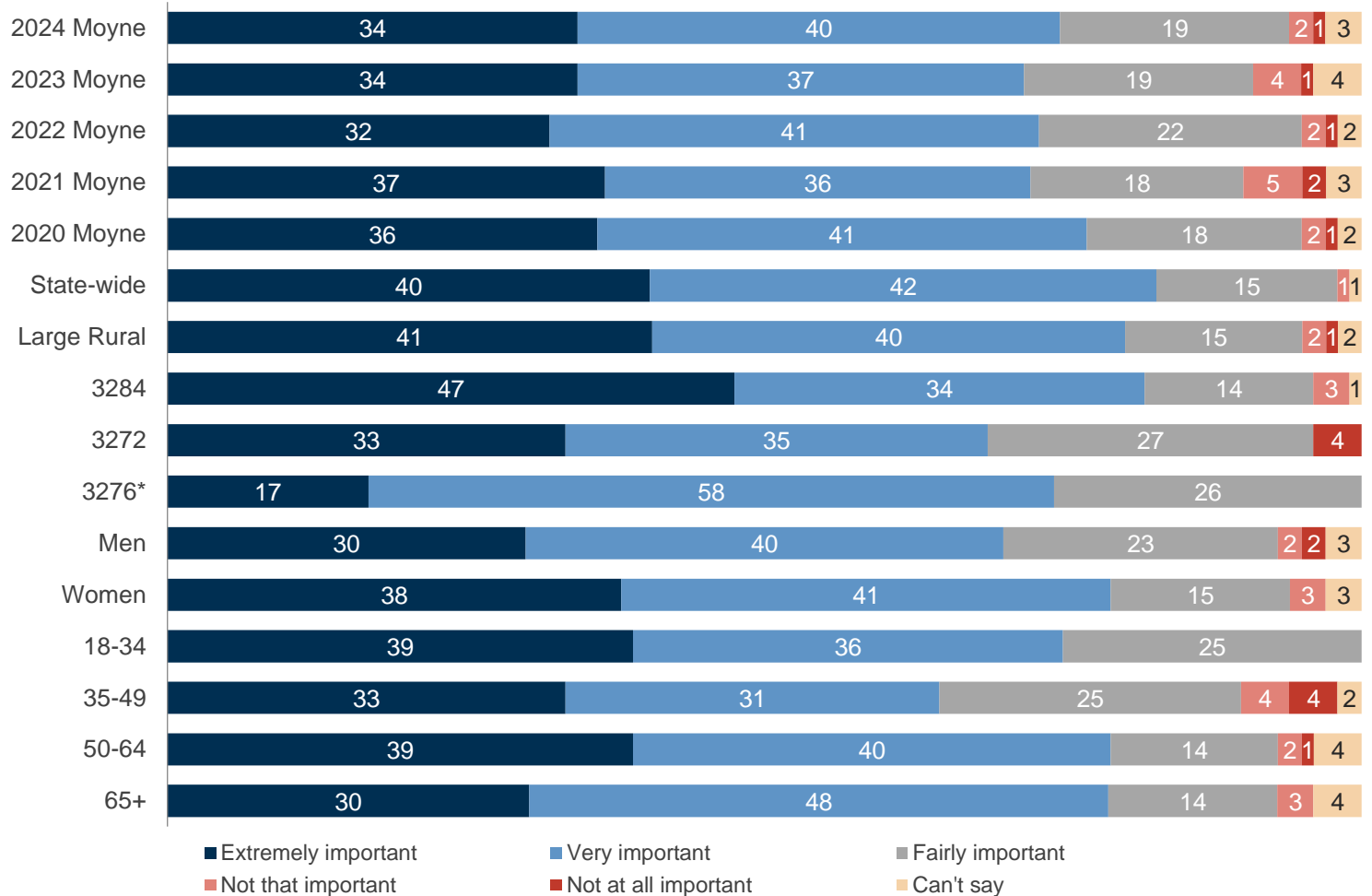*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8*
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Enforcement of local laws performance

2024 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	14	37	28	7	4	11
2023 Moyne	12	38	27	6	5	13
2022 Moyne	18	38	22	9	3	11
2021 Moyne	16	36	30	6	2	11
2020 Moyne	17	40	24	5	4	10
2019 Moyne	10	44	27	5	3	11
2018 Moyne	10	50	20	6	4	11
2017 Moyne	10	43	24	7	4	12
2016 Moyne	13	45	25	7	3	8
2015 Moyne	12	45	28	5	1	9
State-wide	9	35	29	8	4	14
Large Rural	9	34	30	9	4	13
3284	16	38	27	8	3	9
3272	10	35	33	9	9	3
3276*	6	37	26		6	26
Men	16	38	28	4	5	8
Women	12	34	27	10	3	14
18-34	24	42	16	6		11
35-49	11	31	35	4	6	12
50-64	15	36	23	9	5	11
65+	9	37	32	8	4	10

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: 8
*Caution: small sample size < n=30

Elderly support services performance

2024 elderly support performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3276	84*▲	70	64	66	78	61	64	46	71	71
65+	74▲	69	68	75	77	77	73	74	76	79
Men	71	65	70	74	71	71	69	71	69	73
18-34	69	65	62	64	58	71	69	69	70	75
Moyne	69	66	67	72	73	72	70	72	72	74
3284	68	76	76	81	74	79	79	82	83	86
Women	67	67	64	69	75	72	72	72	74	75
3272	66	60	68	74	73	70	68	72	66	73
50-64	65	62	66	70	73	68	68	72	69	74
35-49	63	65	71	75	76	69	70	71	68	68
State-wide	63▼	63	67	69	68	68	68	68	68	69
Large Rural	62▼	63	65	68	67	67	67	67	66	69

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: 6
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Elderly support services performance

2024 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	20	30	16	7	3	23
2023 Moyne	16	31	20	7	3	23
2022 Moyne	18	32	19	6	4	21
2021 Moyne	21	32	17	5	1	23
2020 Moyne	22	29	16	3	2	28
2019 Moyne	19	34	16	4	2	25
2018 Moyne	14	39	15	3	2	28
2017 Moyne	19	34	15	5	2	25
2016 Moyne	18	37	19	4	1	22
2015 Moyne	23	35	14	5	1	23
State-wide	12	27	20	7	4	30
Large Rural	13	28	23	9	5	22
3284	29	22	15	8	6	18
3272	20	33	13	9	6	18
3276*	55	17	22			6
Men	20	36	16	5	2	22
Women	21	26	16	9	4	25
18-34	19	25	20	8		28
35-49	12	31	13	6	6	31
50-64	18	29	14	7	6	26
65+	28	34	16	7		14

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

Q2. How has Council performed on 'Elderly support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6
*Caution: small sample size < n=30

Recreational facilities importance

2024 recreational facilities importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	75 ▲	73	73	72	74	n/a	n/a	n/a	n/a	n/a
35-49	74	76	74	74	71	n/a	n/a	n/a	n/a	n/a
State-wide	73 ▲	73	74	74	72	72	73	72	73	72
Large Rural	73 ▲	73	74	73	72	72	74	72	72	72
Women	71	73	72	73	72	n/a	n/a	n/a	n/a	n/a
18-34	71	72	75	62	68	n/a	n/a	n/a	n/a	n/a
Moyne	70	71	71	69	69	n/a	n/a	n/a	n/a	n/a
50-64	70	69	66	69	70	n/a	n/a	n/a	n/a	n/a
Men	69	69	70	65	66	n/a	n/a	n/a	n/a	n/a
65+	67	67	68	69	67	n/a	n/a	n/a	n/a	n/a
3276	62*	65	70	74	65	n/a	n/a	n/a	n/a	n/a
3272	62 ▼	76	72	67	68	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
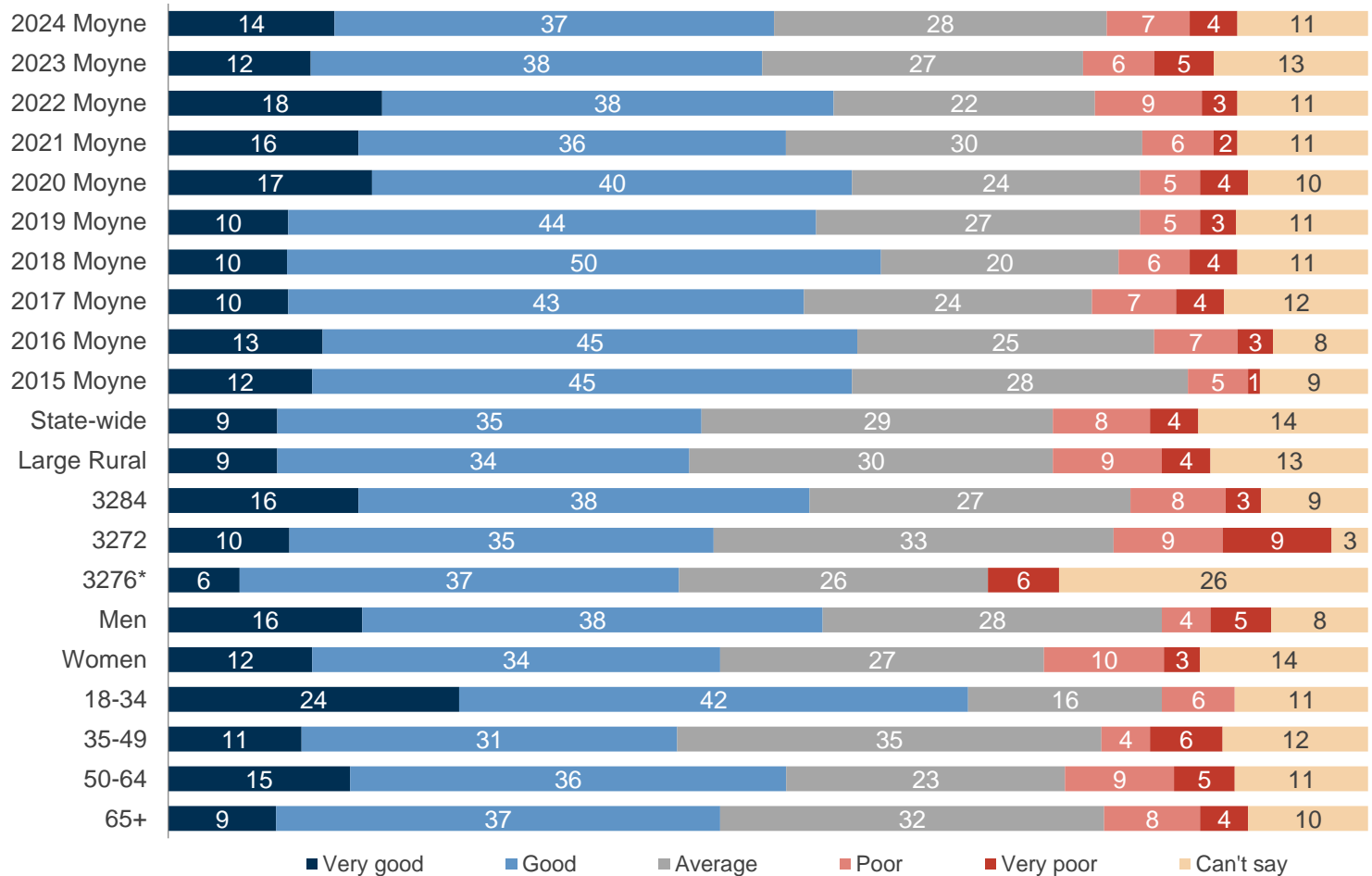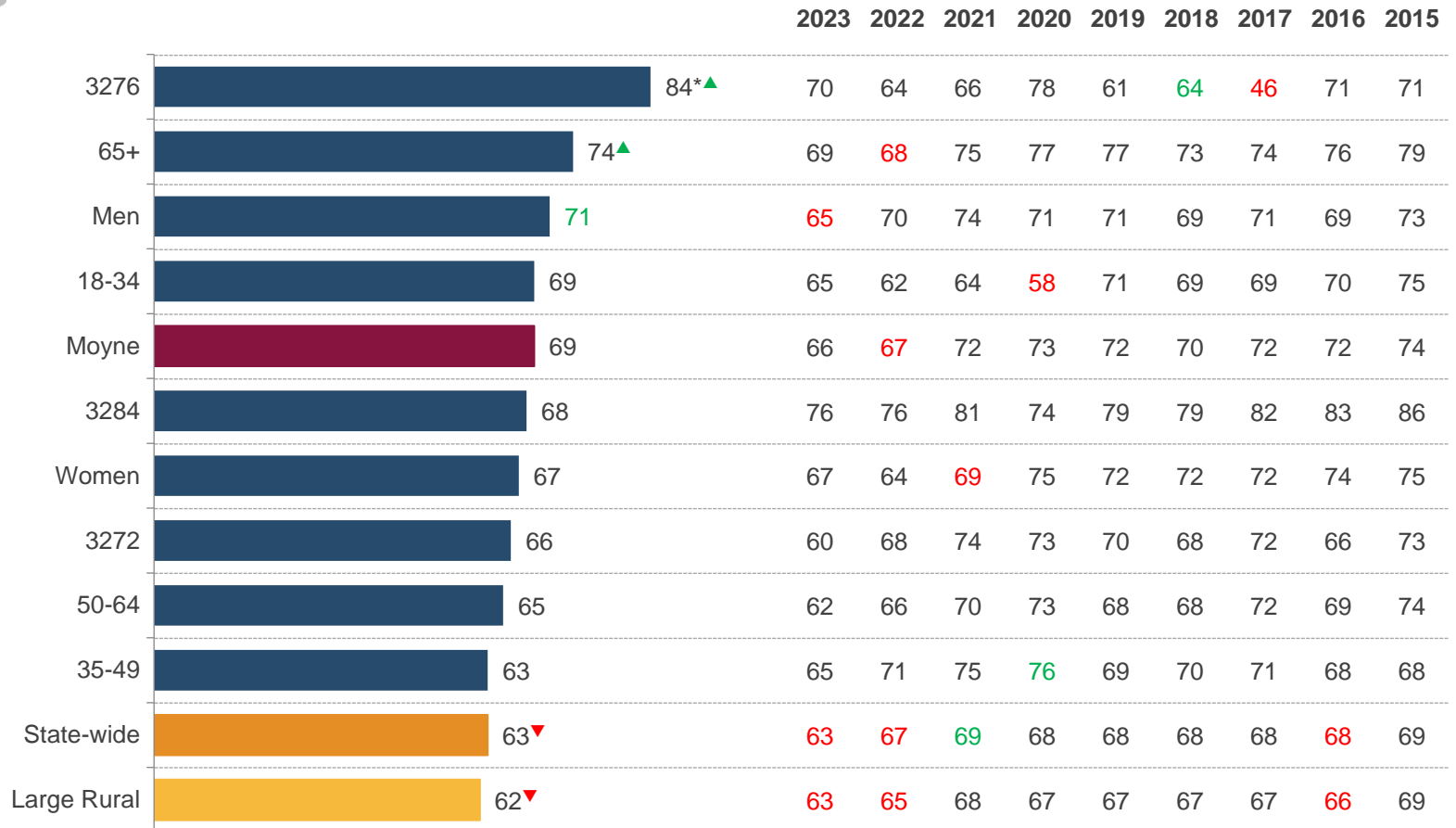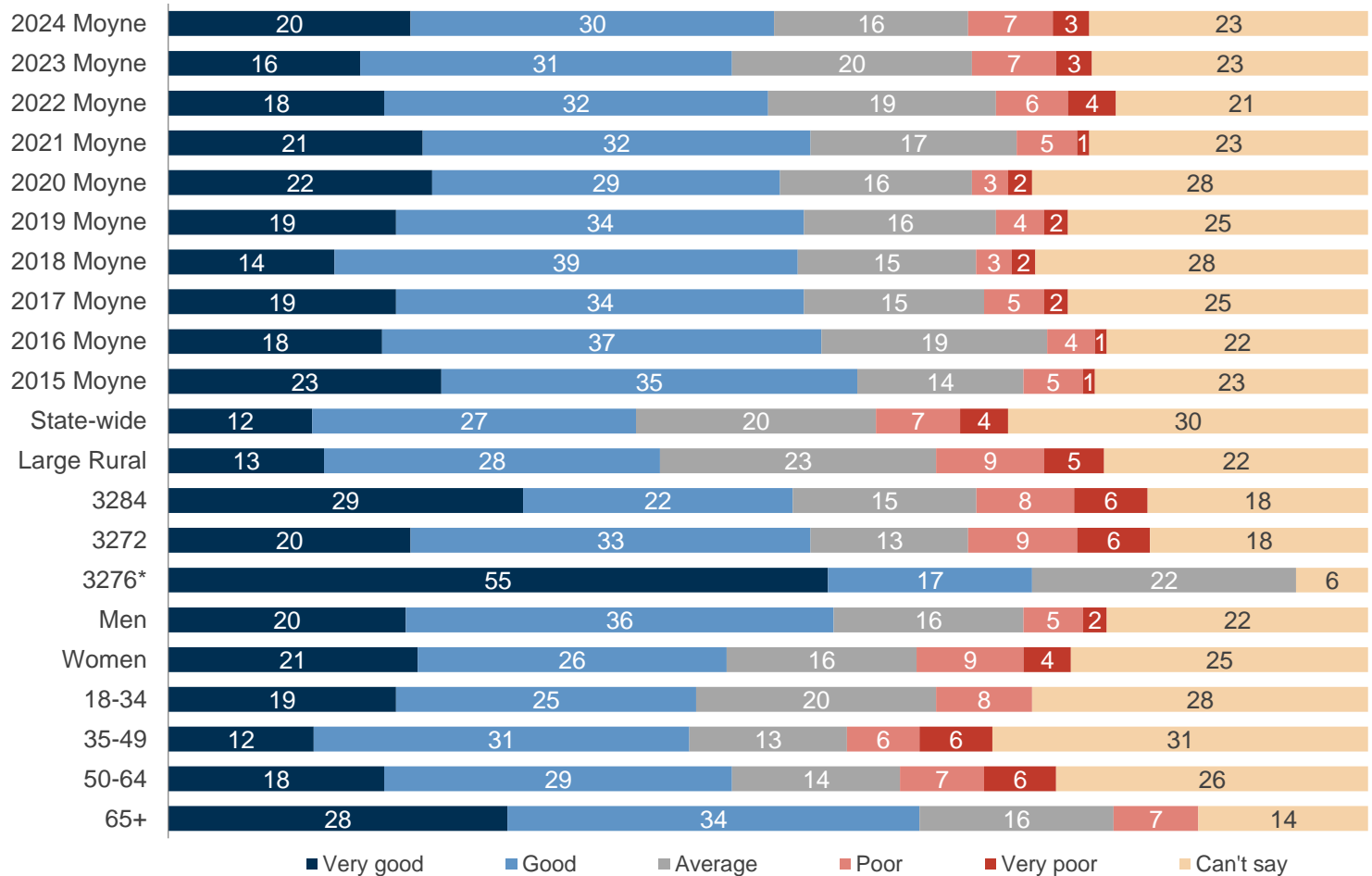*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Recreational facilities importance

2024 recreational facilities importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	19	49	26	5	1	1
2023 Moyne	21	44	32	2	1	1
2022 Moyne	22	43	30	2	2	1
2021 Moyne	22	37	34	5	1	2
2020 Moyne	17	48	30	4	1	
State-wide	25	46	24	3	1	1
Large Rural	26	45	25	3	1	1
3284	27	45	27		1	1
3272	12	43	30	7	6	2
3276*	6	37	57			
Men	18	49	25	5	2	
Women	20	48	27	4	1	
18-34	19	52	20	9		
35-49	25	52	19	2	2	
50-64	21	44	27	6	1	1
65+	14	47	33	4	1	1

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

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
*Caution: small sample size < n=30

Recreational facilities performance

2024 recreational facilities performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	74	71	69	65	71	73	74	69	73	72
3284	74	67	66	70	70	72	71	74	73	74
65+	73	70	69	74	73	73	71	73	74	73
3276	71*	60	74	74	70	81	75	74	76	74
Women	71	69	68	70	69	72	69	70	72	66
Moyne	71	67	68	71	70	70	69	70	70	70
Men	71	66	68	71	71	69	69	70	68	73
3272	70	76	72	77	72	70	69	68	63	57
State-wide	68 ▼	68	69	71	70	70	69	70	69	70
35-49	68	60	65	71	64	68	65	67	65	65
50-64	68	67	70	71	70	66	68	69	68	70
Large Rural	64 ▼	65	66	68	67	68	66	66	65	66

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10
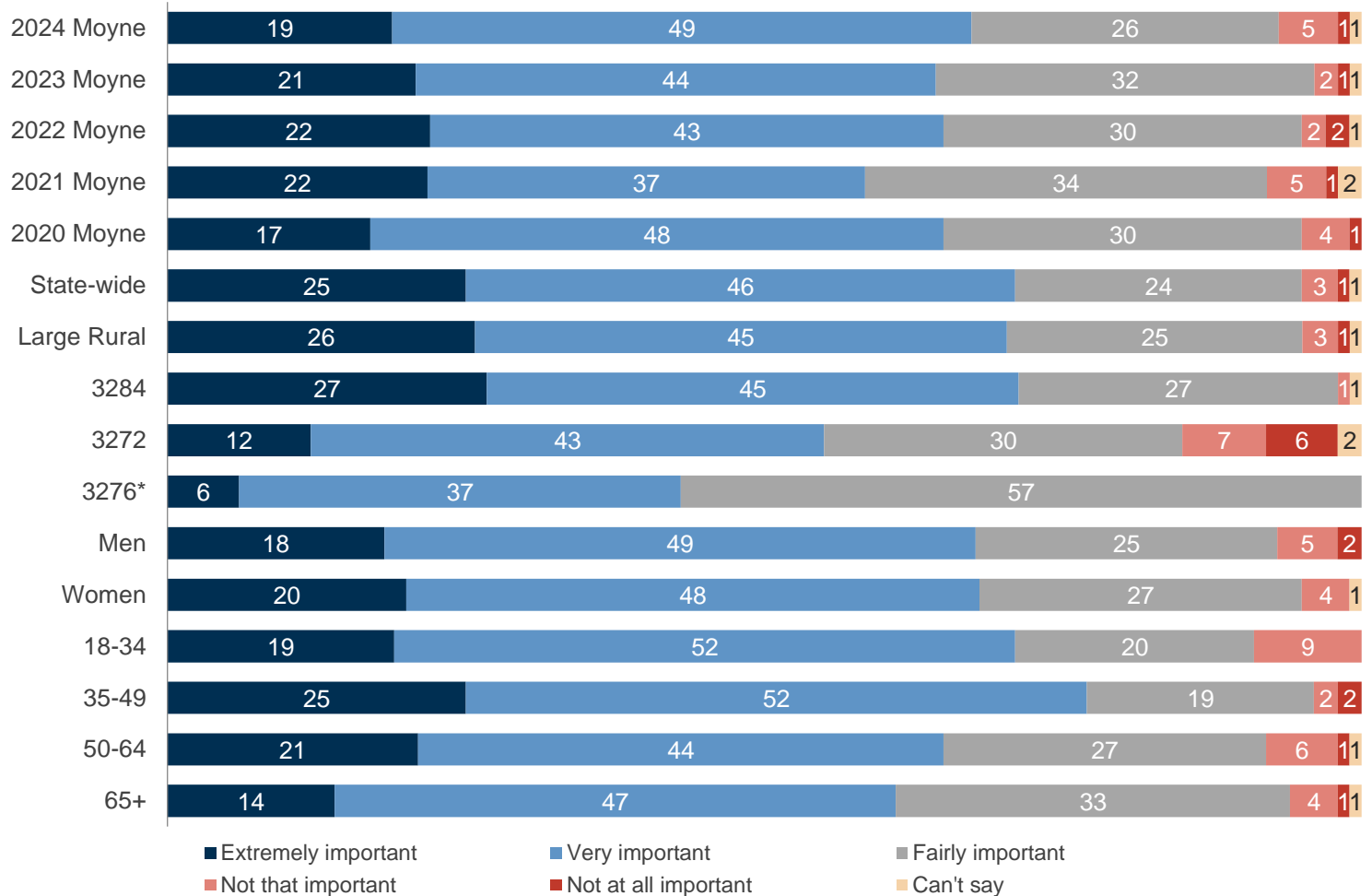*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Recreational facilities performance

2024 recreational facilities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	26	39	24	6	1	4
2023 Moyne	17	45	27	7	2	3
2022 Moyne	19	44	24	7	2	4
2021 Moyne	20	46	24	4	1	5
2020 Moyne	21	45	17	10	2	5
2019 Moyne	17	51	22	5	1	4
2018 Moyne	17	51	19	8	1	4
2017 Moyne	19	47	23	7	1	3
2016 Moyne	19	47	22	6	1	3
2015 Moyne	20	47	23	7	1	3
State-wide	21	42	23	7	3	4
Large Rural	17	40	26	10	4	4
3284	30	42	21	5	2	1
3272	34	29	15	9	6	6
3276*	21	23	31			26
Men	26	40	25	5	2	2
Women	26	38	22	8	1	6
18-34	38	26	19	11		6
35-49	19	46	29		2	4
50-64	19	46	20	10	2	4
65+	26	39	25	4		5

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10
*Caution: small sample size < n=30

The appearance of public areas importance

2024 public areas importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3272	78	78	74	77	68	n/a	n/a	n/a	n/a	n/a
3284	76	77	74	81	76	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	75	75	74	73	74	74	74	73
Large Rural	74	73	75	75	73	73	73	73	74	73
65+	73	74	73	74	70	n/a	n/a	n/a	n/a	n/a
18-34	73	69	72	69	70	n/a	n/a	n/a	n/a	n/a
Women	72	75	73	76	74	n/a	n/a	n/a	n/a	n/a
Moyne	72	73	71	74	71	n/a	n/a	n/a	n/a	n/a
50-64	72	70	70	75	72	n/a	n/a	n/a	n/a	n/a
Men	71	70	69	71	69	n/a	n/a	n/a	n/a	n/a
35-49	69	76	68	77	73	n/a	n/a	n/a	n/a	n/a
3276	56*	68	66	79	68	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8
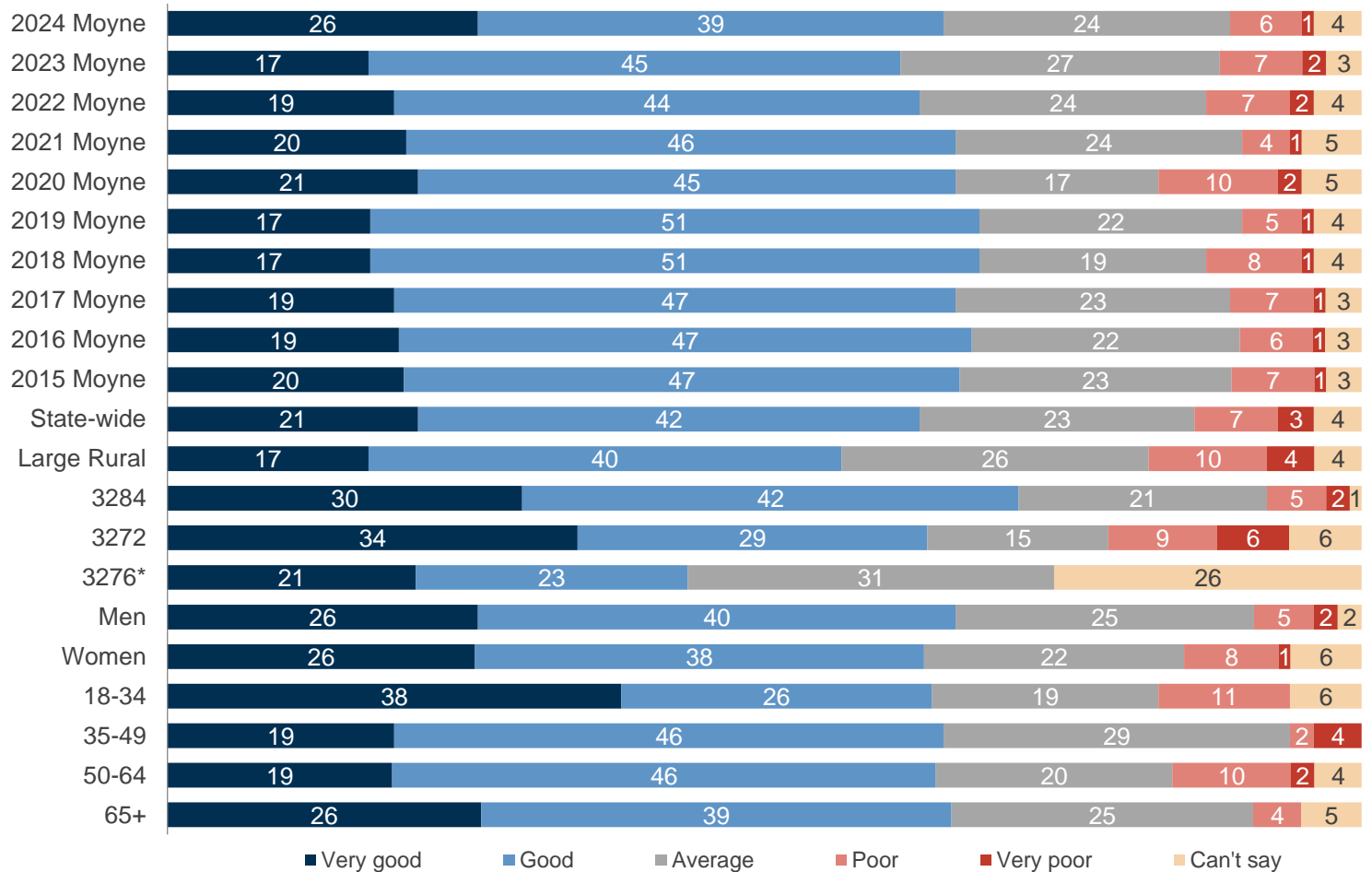Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

The appearance of public areas importance

2024 public areas importance (%)

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	19	53	23	3	1	1
2023 Moyne	23	48	25	2	1	1
2022 Moyne	23	43	31	3		
2021 Moyne	27	46	22	3	1	1
2020 Moyne	20	50	27	3	1	
State-wide	26	47	24	2		
Large Rural	25	47	25	2	1	
3284	26	52	21	2		
3272	36	48	12		4	
3276*	11	32	42		14	
Men	20	53	22	3		2
Women	19	54	24	3		1
18-34	16	62	19	3		
35-49	17	50	27		4	2
50-64	22	48	27	3		1
65+	21	54	21	4		

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

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8
*Caution: small sample size < n=30

The appearance of public areas performance

2024 public areas performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	75	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3276	74*	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3284	72	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moyne	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	70	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3272	70	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68▼	67	71	73	72	72	71	71	71	72
Large Rural	66▼	65	67	70	71	70	69	69	69	69

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: 11
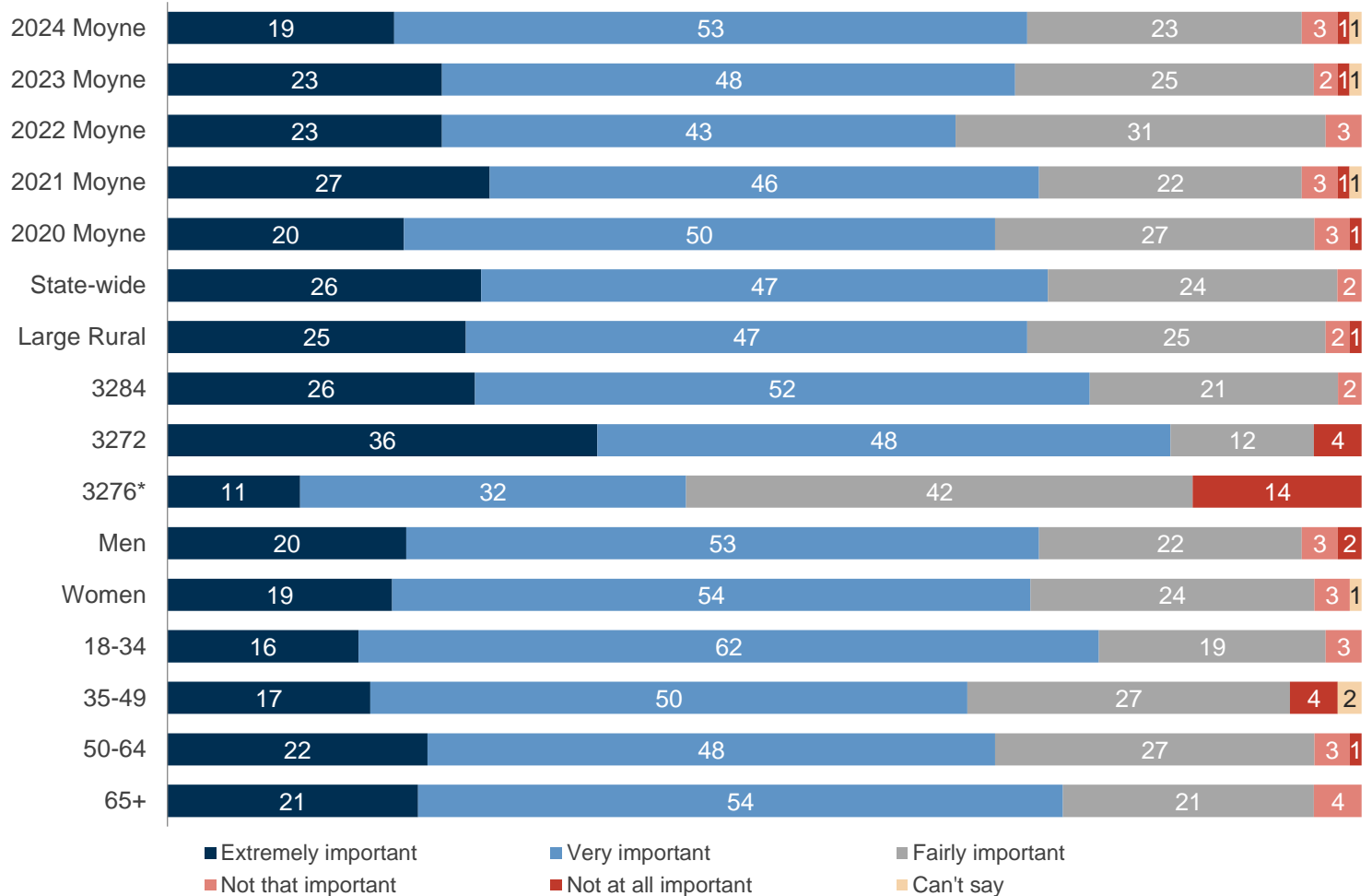*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

The appearance of public areas performance

2024 public areas performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	25	41	27	4	1	2
2023 Moyne	22	45	25	6	1	2
State-wide	22	44	23	7	4	1
Large Rural	19	42	26	8	4	1
3284	27	41	24	6	2	
3272	25	32	35	2	2	4
3276*	11	48	15			26
Men	25	44	24	4	1	2
Women	24	38	30	4	1	2
18-34	30	39	28			3
35-49	21	39	36	2		2
50-64	27	42	19	7	4	1
65+	23	43	25	6	1	2

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

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: 11
*Caution: small sample size < n=30

Community and cultural activities performance

2024 community and cultural activities performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	76 ▲	75	72	75	76	77	80	86	82	78
18-34	70	68	64	69	69	63	70	65	70	69
50-64	69	66	65	66	69	67	66	73	68	67
Women	68	67	64	67	71	69	67	71	71	67
3276	67*	59	50	61	65	70	65	65	79	61
Moyne	67	66	64	68	69	68	69	71	69	68
Men	67	65	64	69	68	67	70	70	67	69
65+	67	64	66	67	70	74	70	71	71	70
State-wide	66	66	65	65	68	69	69	69	69	69
35-49	65	67	61	70	69	69	69	73	69	66
Large Rural	64 ▼	64	63	65	67	67	67	69	67	69
3272	58 ▼	58	58	68	63	57	54	60	54	54

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: 7
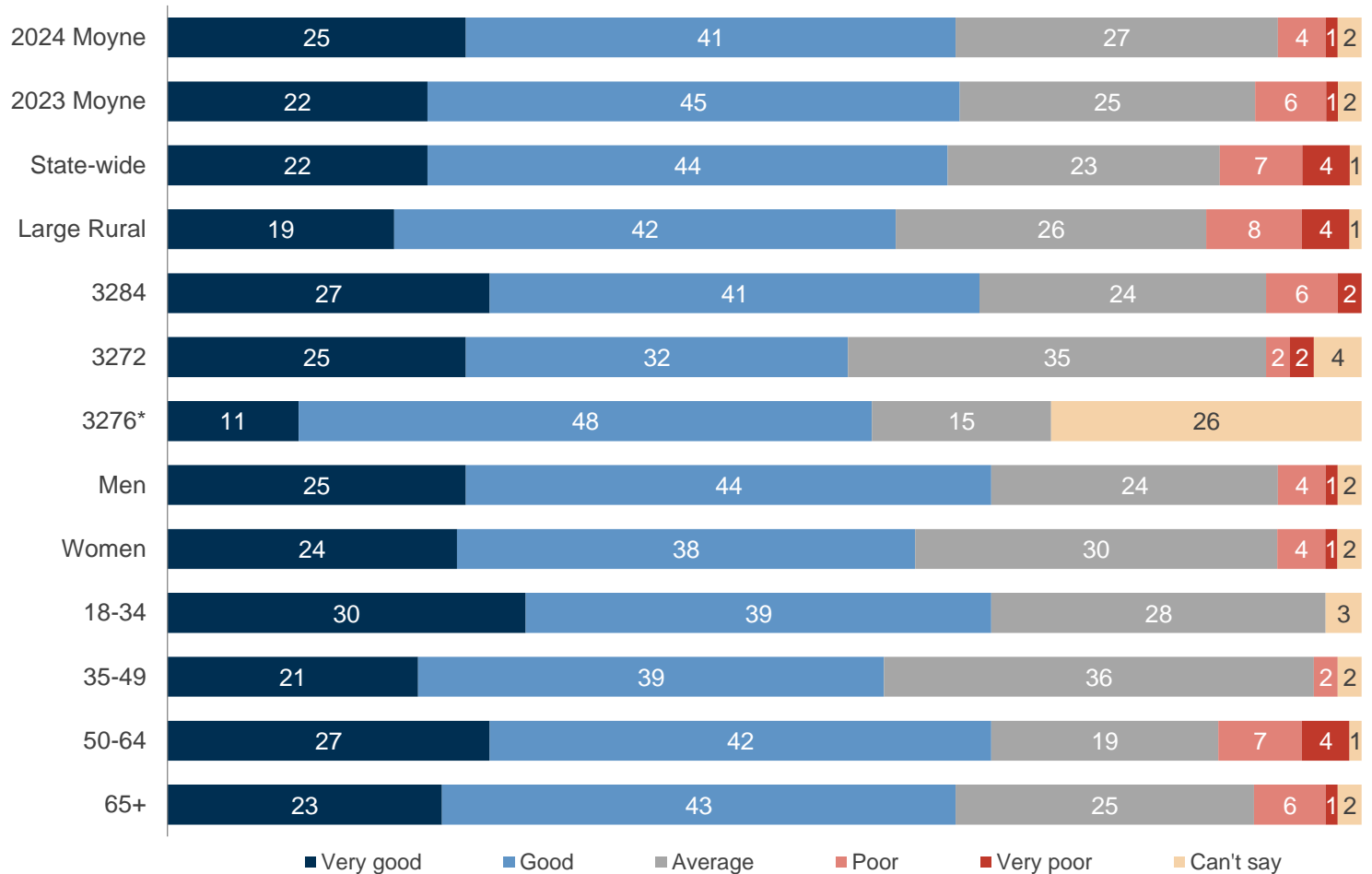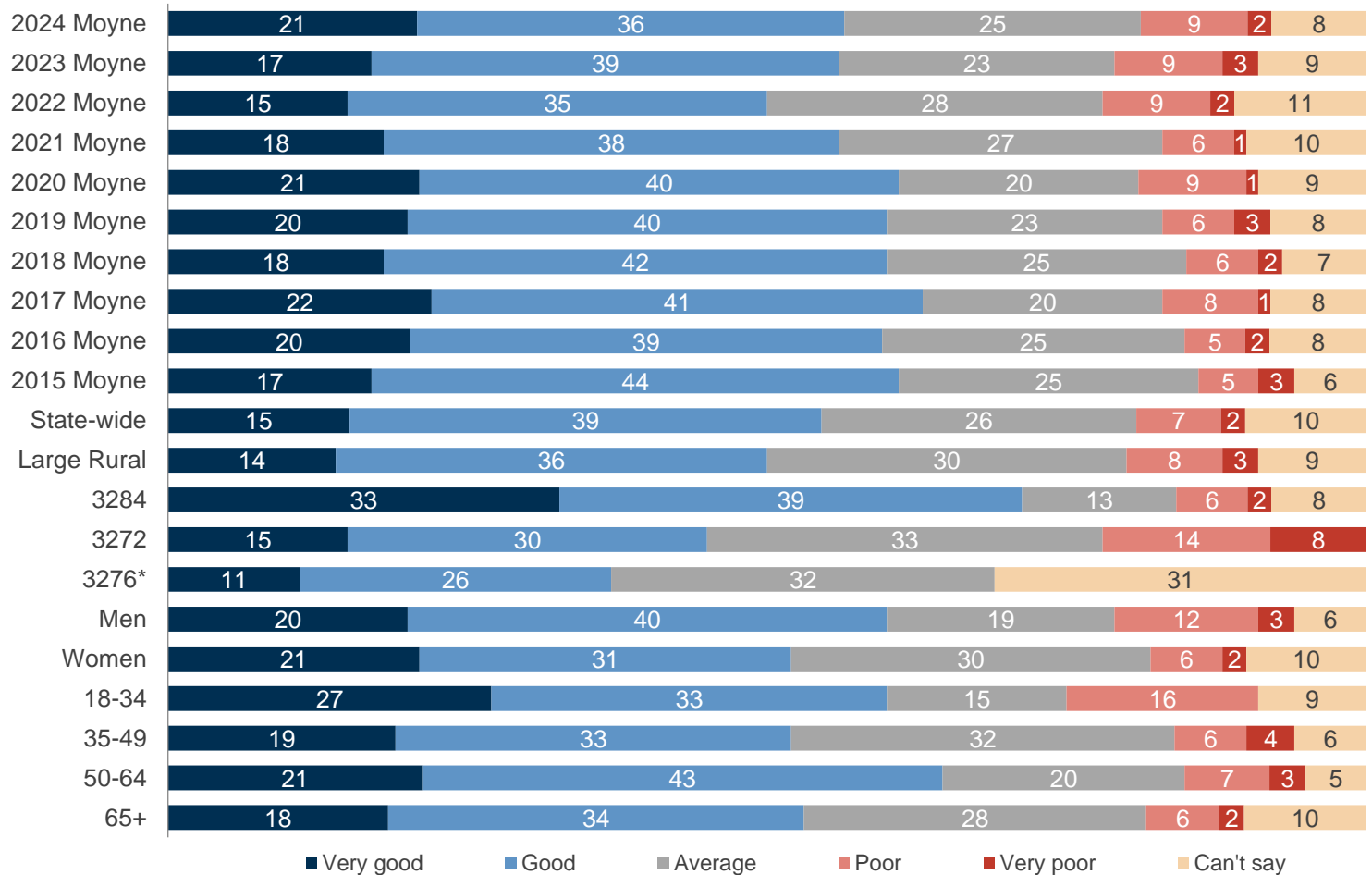*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Community and cultural activities performance

2024 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	21	36	25	9	2	8
2023 Moyne	17	39	23	9	3	9
2022 Moyne	15	35	28	9	2	11
2021 Moyne	18	38	27	6	1	10
2020 Moyne	21	40	20	9	1	9
2019 Moyne	20	40	23	6	3	8
2018 Moyne	18	42	25	6	2	7
2017 Moyne	22	41	20	8	1	8
2016 Moyne	20	39	25	5	2	8
2015 Moyne	17	44	25	5	3	6
State-wide	15	39	26	7	2	10
Large Rural	14	36	30	8	3	9
3284	33	39	13	6	2	8
3272	15	30	33	14	8	
3276*	11	26	32	31		
Men	20	40	19	12	3	6
Women	21	31	30	6	2	10
18-34	27	33	15	16		9
35-49	19	33	32	6	4	6
50-64	21	43	20	7	3	5
65+	18	34	28	6	2	10

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

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
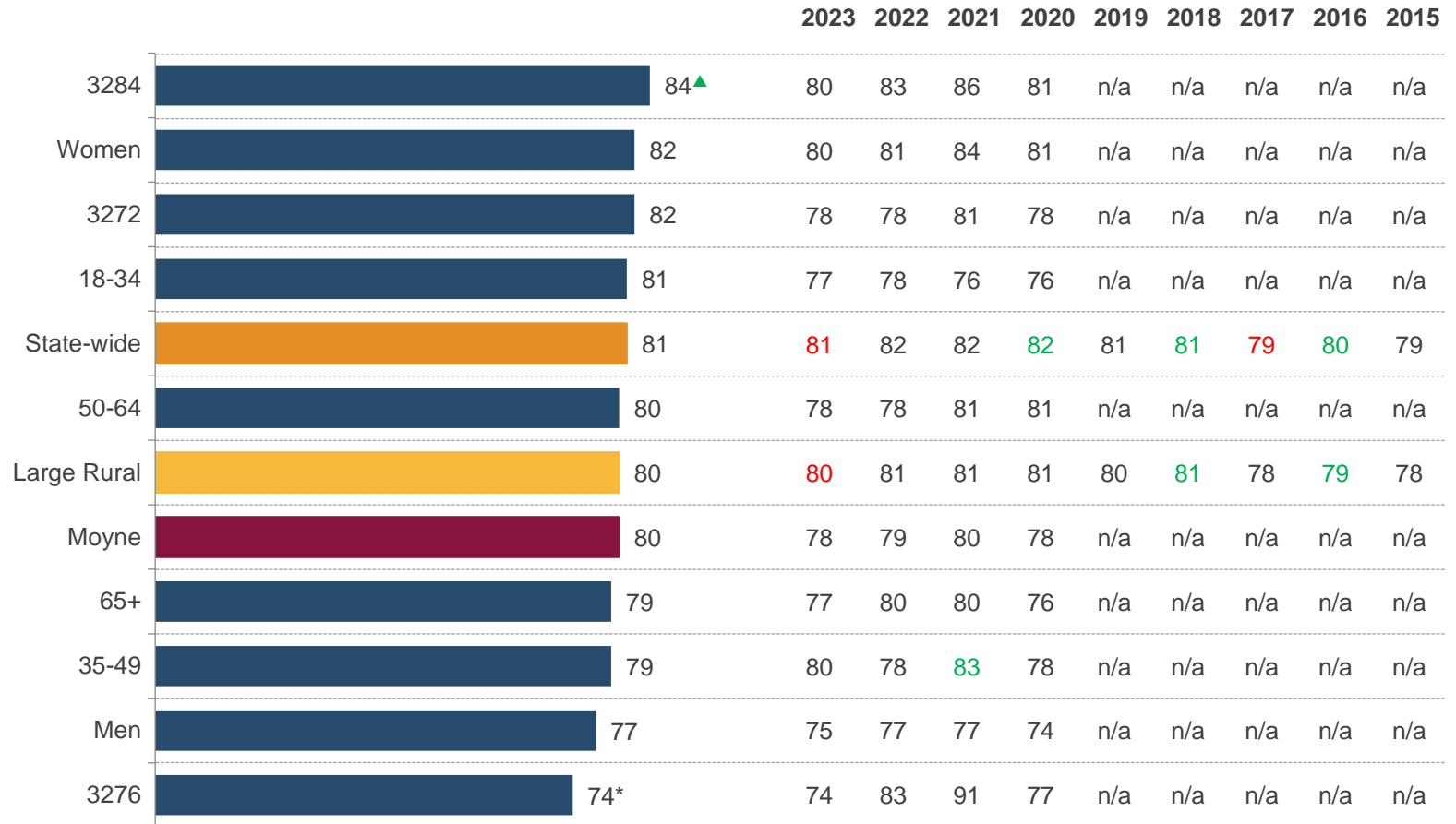*Base: All respondents. Councils asked State-wide: 26 Councils asked group: 7*
*Caution: small sample size < n=30

Waste management importance

2024 waste management importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	84 ▲	80	83	86	81	n/a	n/a	n/a	n/a	n/a
Women	82	80	81	84	81	n/a	n/a	n/a	n/a	n/a
3272	82	78	78	81	78	n/a	n/a	n/a	n/a	n/a
18-34	81	77	78	76	76	n/a	n/a	n/a	n/a	n/a
State-wide	81	81	82	82	82	81	81	79	80	79
50-64	80	78	78	81	81	n/a	n/a	n/a	n/a	n/a
Large Rural	80	80	81	81	81	80	81	78	79	78
Moyne	80	78	79	80	78	n/a	n/a	n/a	n/a	n/a
65+	79	77	80	80	76	n/a	n/a	n/a	n/a	n/a
35-49	79	80	78	83	78	n/a	n/a	n/a	n/a	n/a
Men	77	75	77	77	74	n/a	n/a	n/a	n/a	n/a
3276	74*	74	83	91	77	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.
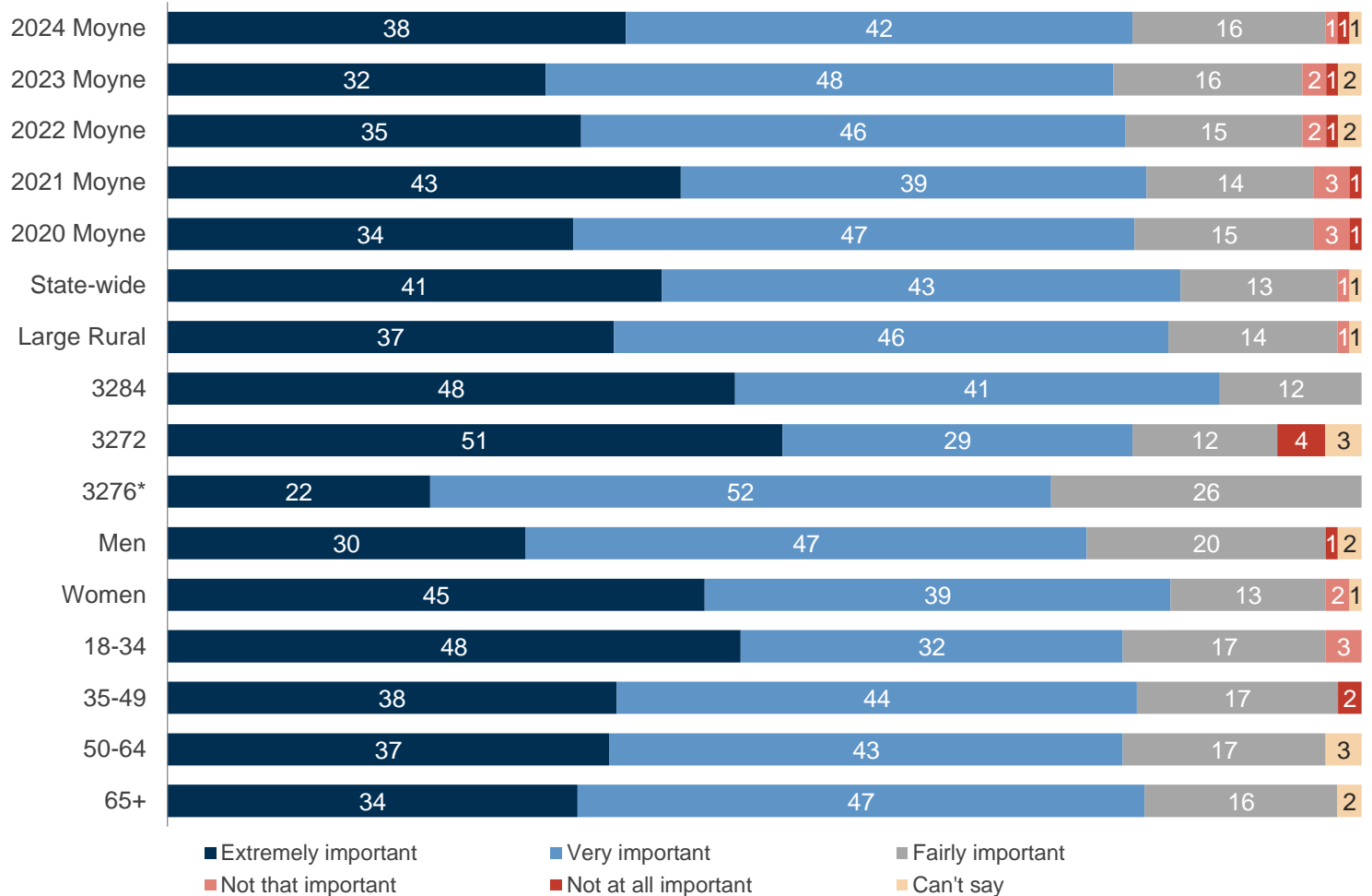**Caution: small sample size < n=30*

Waste management importance

2024 waste management importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	38	42	16	1	1	1
2023 Moyne	32	48	16	2	1	2
2022 Moyne	35	46	15	2	1	2
2021 Moyne	43	39	14	3		1
2020 Moyne	34	47	15	3		1
State-wide	41	43	13	1		1
Large Rural	37	46	14	1		1
3284	48	41	12			
3272	51	29	12		4	3
3276*	22	52	26			
Men	30	47	20		1	2
Women	45	39	13	2		1
18-34	48	32	17	3		
35-49	38	44	17		2	
50-64	37	43	17			3
65+	34	47	16			2

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

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8
*Caution: small sample size < n=30

Waste management performance

2024 waste management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3276	79*	68	68	67	67	n/a	n/a	n/a	n/a	n/a
3284	76	77	73	73	75	n/a	n/a	n/a	n/a	n/a
65+	75	71	73	74	75	n/a	n/a	n/a	n/a	n/a
18-34	74	62	67	70	69	n/a	n/a	n/a	n/a	n/a
Men	73	66	69	69	66	n/a	n/a	n/a	n/a	n/a
Moyne	71	68	70	71	71	n/a	n/a	n/a	n/a	n/a
Women	70	69	72	73	75	n/a	n/a	n/a	n/a	n/a
50-64	67	69	66	70	68	n/a	n/a	n/a	n/a	n/a
State-wide	67▼	66	68	69	65	68	70	71	70	72
35-49	66	67	73	68	69	n/a	n/a	n/a	n/a	n/a
3272	65	72	73	76	64	n/a	n/a	n/a	n/a	n/a
Large Rural	65▼	65	65	66	62	64	67	68	66	68

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
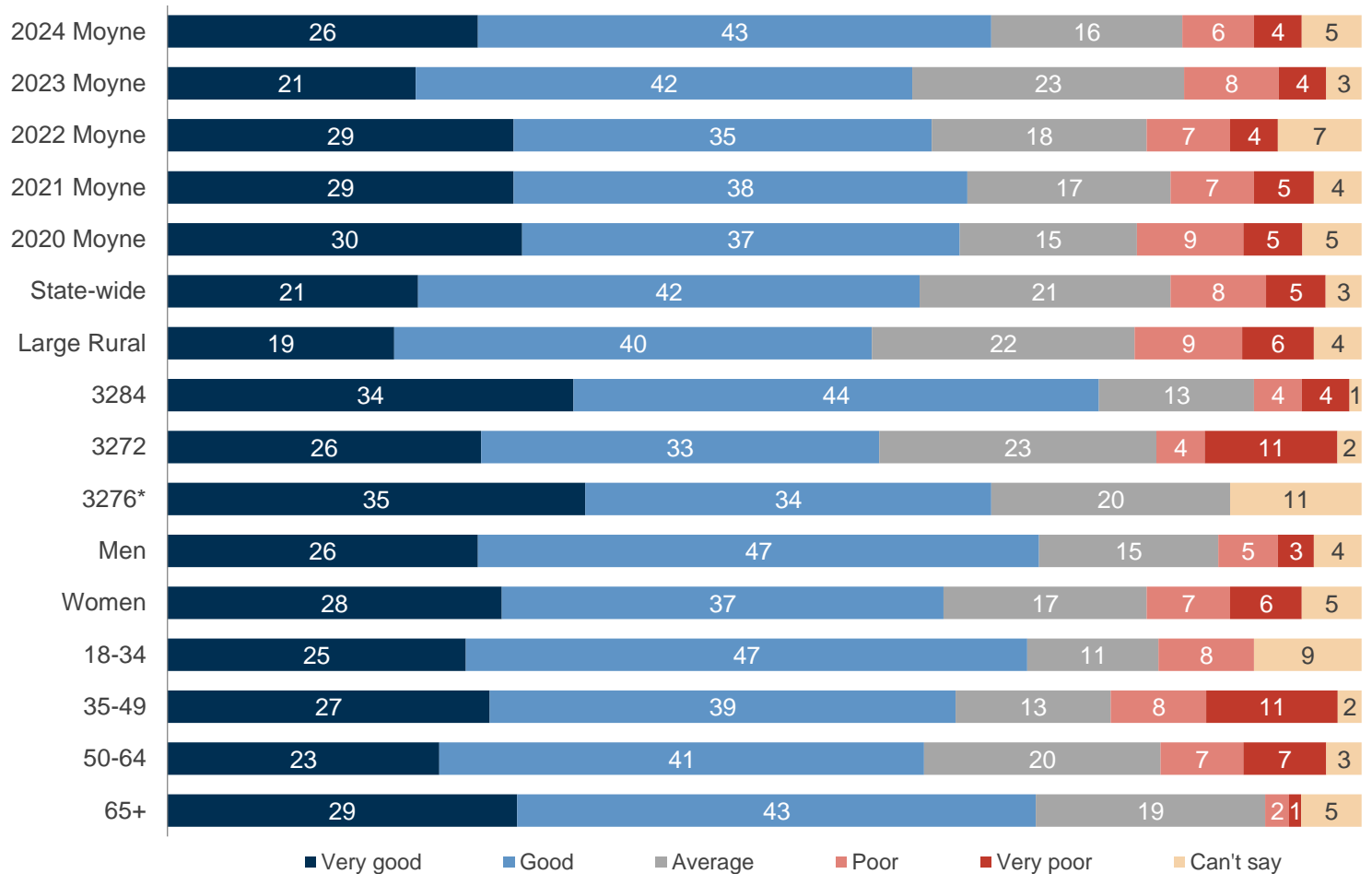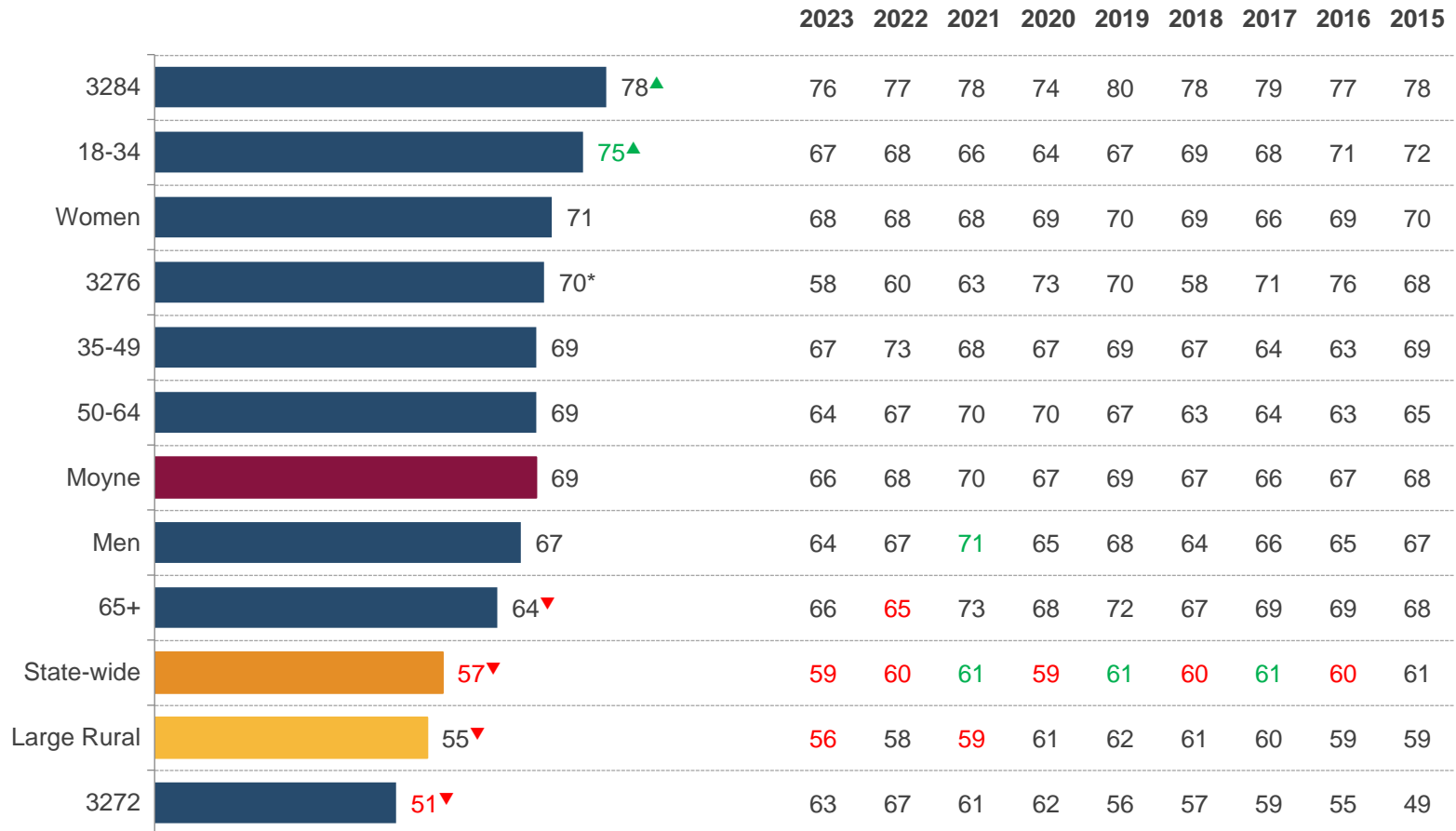*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Waste management performance

2024 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	26	43	16	6	4	5
2023 Moyne	21	42	23	8	4	3
2022 Moyne	29	35	18	7	4	7
2021 Moyne	29	38	17	7	5	4
2020 Moyne	30	37	15	9	5	5
State-wide	21	42	21	8	5	3
Large Rural	19	40	22	9	6	4
3284	34	44	13	4	4	1
3272	26	33	23	4	11	2
3276*	35	34	20			11
Men	26	47	15	5	3	4
Women	28	37	17	7	6	5
18-34	25	47	11	8		9
35-49	27	39	13	8	11	2
50-64	23	41	20	7	7	3
65+	29	43	19	2	1	5

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
*Caution: small sample size < n=30

Business and community development and tourism performance

2024 business/development/tourism performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	78 ▲	76	77	78	74	80	78	79	77	78
18-34	75 ▲	67	68	66	64	67	69	68	71	72
Women	71	68	68	68	69	70	69	66	69	70
3276	70*	58	60	63	73	70	58	71	76	68
35-49	69	67	73	68	67	69	67	64	63	69
50-64	69	64	67	70	70	67	63	64	63	65
Moyne	69	66	68	70	67	69	67	66	67	68
Men	67	64	67	71	65	68	64	66	65	67
65+	64 ▼	66	65	73	68	72	67	69	69	68
State-wide	57 ▼	59	60	61	59	61	60	61	60	61
Large Rural	55 ▼	56	58	59	61	62	61	60	59	59
3272	51 ▼	63	67	61	62	56	57	59	55	49

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10
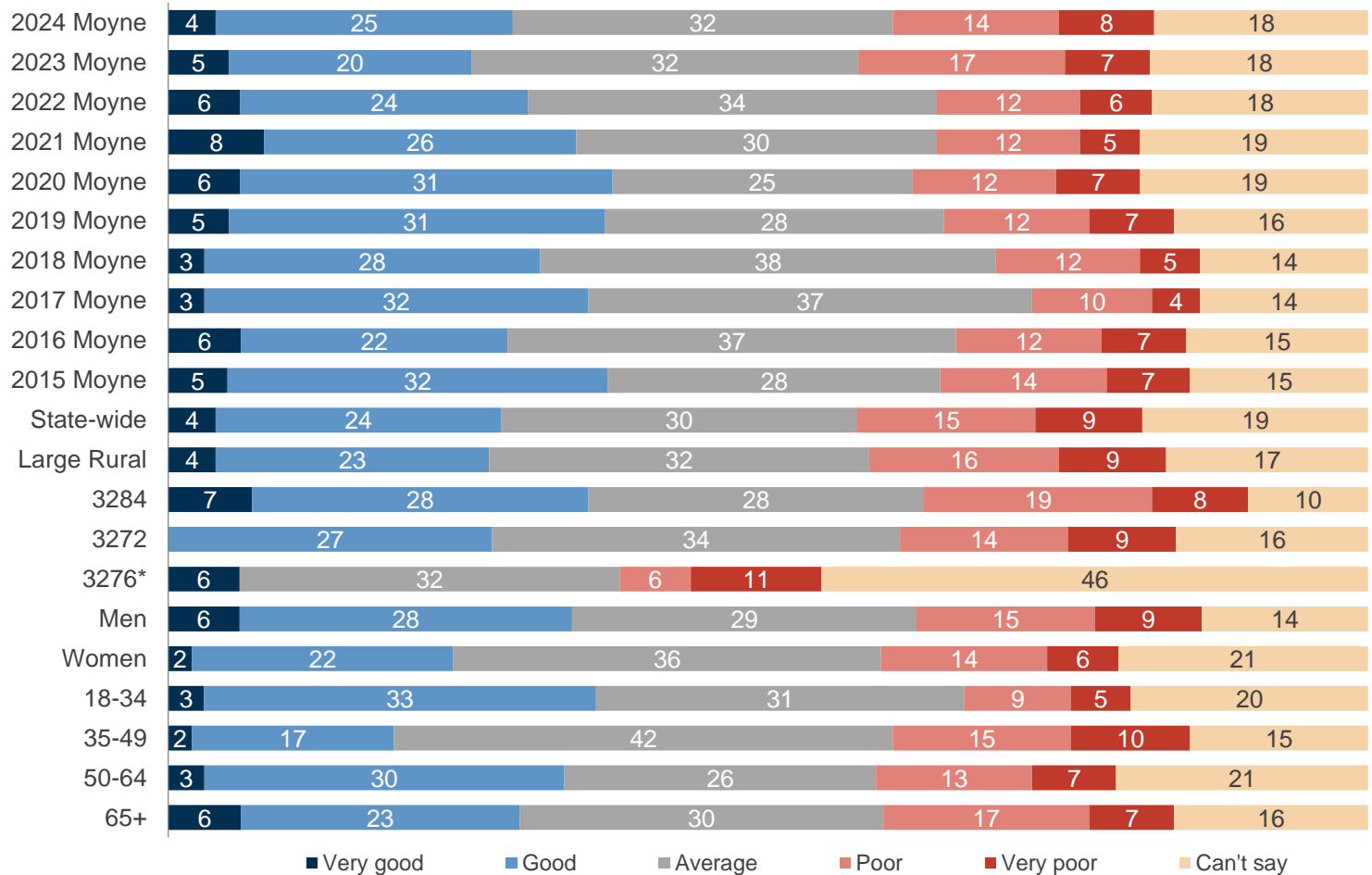*Note: Please see Appendix A for explanation of significant differences.*
Caution: small sample size < n=30

Business and community development and tourism performance

2024 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	24	35	25	8	2	6
2023 Moyne	16	40	26	9	1	8
2022 Moyne	18	39	29	5	2	8
2021 Moyne	21	38	26	4	2	9
2020 Moyne	19	37	27	6	3	8
2019 Moyne	23	38	21	10	2	7
2018 Moyne	16	41	25	8	2	8
2017 Moyne	18	39	25	11	1	6
2016 Moyne	15	42	26	7	2	8
2015 Moyne	18	42	22	7	2	9
State-wide	9	30	32	12	5	11
Large Rural	9	26	34	15	6	10
3284	39	36	15	5		5
3272	12	18	34	25	8	3
3276*	26	31	32	6		6
Men	20	37	26	8	3	5
Women	28	33	23	8	1	7
18-34	35	36	20			8
35-49	25	35	25	8	2	4
50-64	20	44	20	7	3	5
65+	18	29	30	8	3	11

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10
*Caution: small sample size < n=30

Council's general town planning policy performance

2024 town planning performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	56	52	57	59	62	59	62	56	62	63
50-64	53	46	55	55	51	48	52	50	51	52
3284	52	49	51	57	54	53	52	60	51	57
Men	52	46	52	56	55	53	51	55	49	53
Moyne	51	50	53	56	56	54	54	56	53	54
65+	51	52	50	56	58	56	52	58	54	53
Women	50	53	56	57	57	55	56	57	56	55
State-wide	50	50	54	55	54	55	54	53	52	54
3272	49	56	64	57	57	54	60	57	51	50
Large Rural	48▼	49	53	55	54	55	54	54	51	53
35-49	46	46	53	55	52	53	50	60	44	49
3276	42*	41	38	48	53	38	51	52	64	53

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: 6
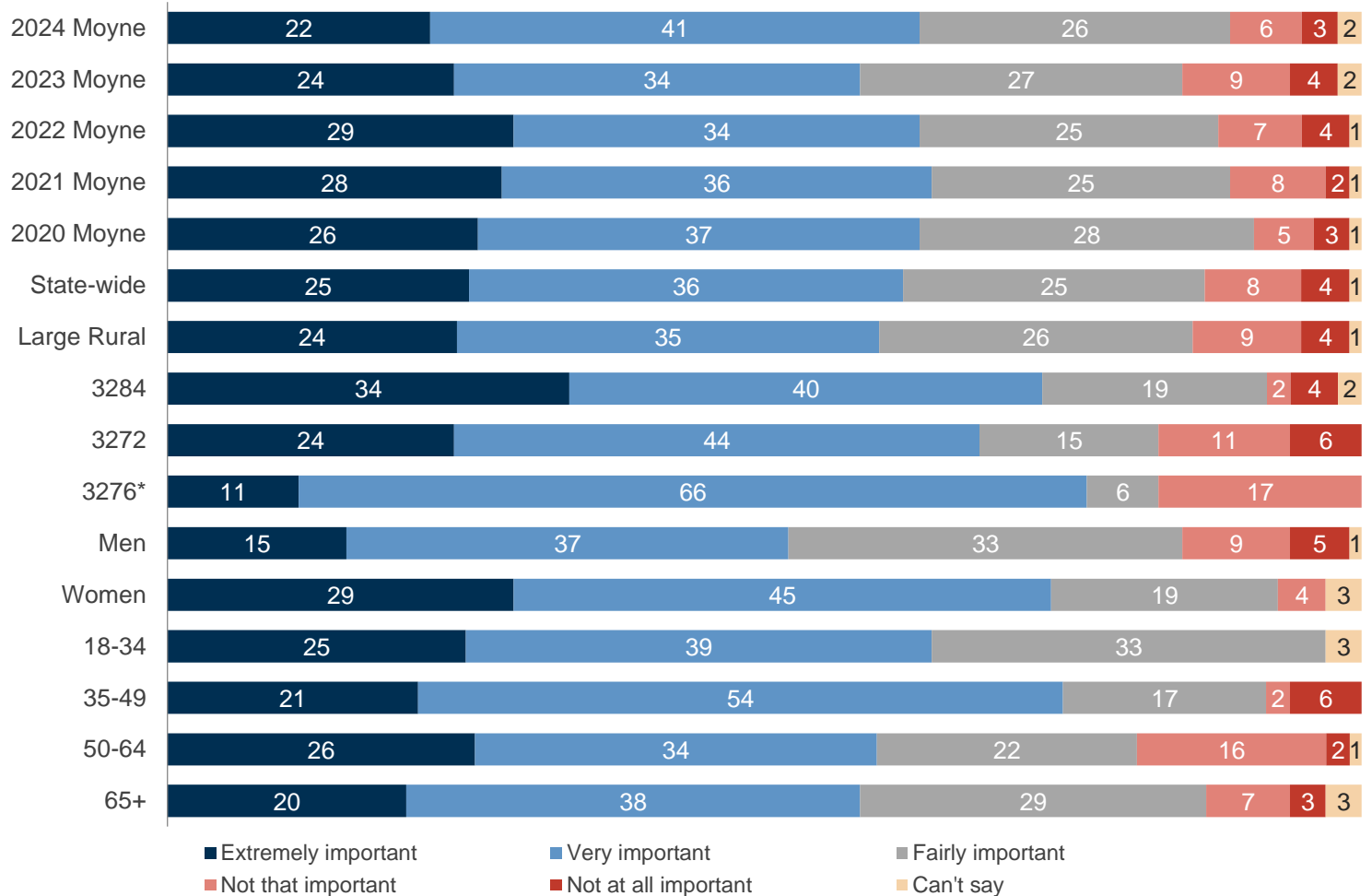*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Council's general town planning policy performance

2024 town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	4	25	32	14	8	18
2023 Moyne	5	20	32	17	7	18
2022 Moyne	6	24	34	12	6	18
2021 Moyne	8	26	30	12	5	19
2020 Moyne	6	31	25	12	7	19
2019 Moyne	5	31	28	12	7	16
2018 Moyne	3	28	38	12	5	14
2017 Moyne	3	32	37	10	4	14
2016 Moyne	6	22	37	12	7	15
2015 Moyne	5	32	28	14	7	15
State-wide	4	24	30	15	9	19
Large Rural	4	23	32	16	9	17
3284	7	28	28	19	8	10
3272		27	34	14	9	16
3276*	6		32	6	11	46
Men	6	28	29	15	9	14
Women	2	22	36	14	6	21
18-34	3	33	31	9	5	20
35-49	2	17	42	15	10	15
50-64	3	30	26	13	7	21
65+	6	23	30	17	7	16

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: 6
Caution: small sample size < n=30

Environmental sustainability importance

2024 environmental sustainability importance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	74	78	77	75	n/a	n/a	n/a	n/a	n/a
3284	73	73	74	76	n/a	n/a	n/a	n/a	n/a
18-34	68	72	76	71	n/a	n/a	n/a	n/a	n/a
35-49	71	70	71	73	n/a	n/a	n/a	n/a	n/a
Moyne	67	70	70	70	n/a	n/a	n/a	n/a	n/a
3276	57	62	73	74	n/a	n/a	n/a	n/a	n/a
State-wide	70	73	74	74	74	73	72	73	73
3272	67	66	66	65	n/a	n/a	n/a	n/a	n/a
Large Rural	68	71	72	73	74	73	72	73	72
65+	65	70	68	68	n/a	n/a	n/a	n/a	n/a
50-64	63	67	66	69	n/a	n/a	n/a	n/a	n/a
Men	60	61	63	64	n/a	n/a	n/a	n/a	n/a

2024 index scores (bars):
- Women: 75 ▲
- 3284: 75 ▲
- 18-34: 73
- 35-49: 70
- Moyne: 69
- 3276: 68*
- State-wide: 68
- 3272: 67
- Large Rural: 67
- 65+: 67
- 50-64: 66
- Men: 62 ▼

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8
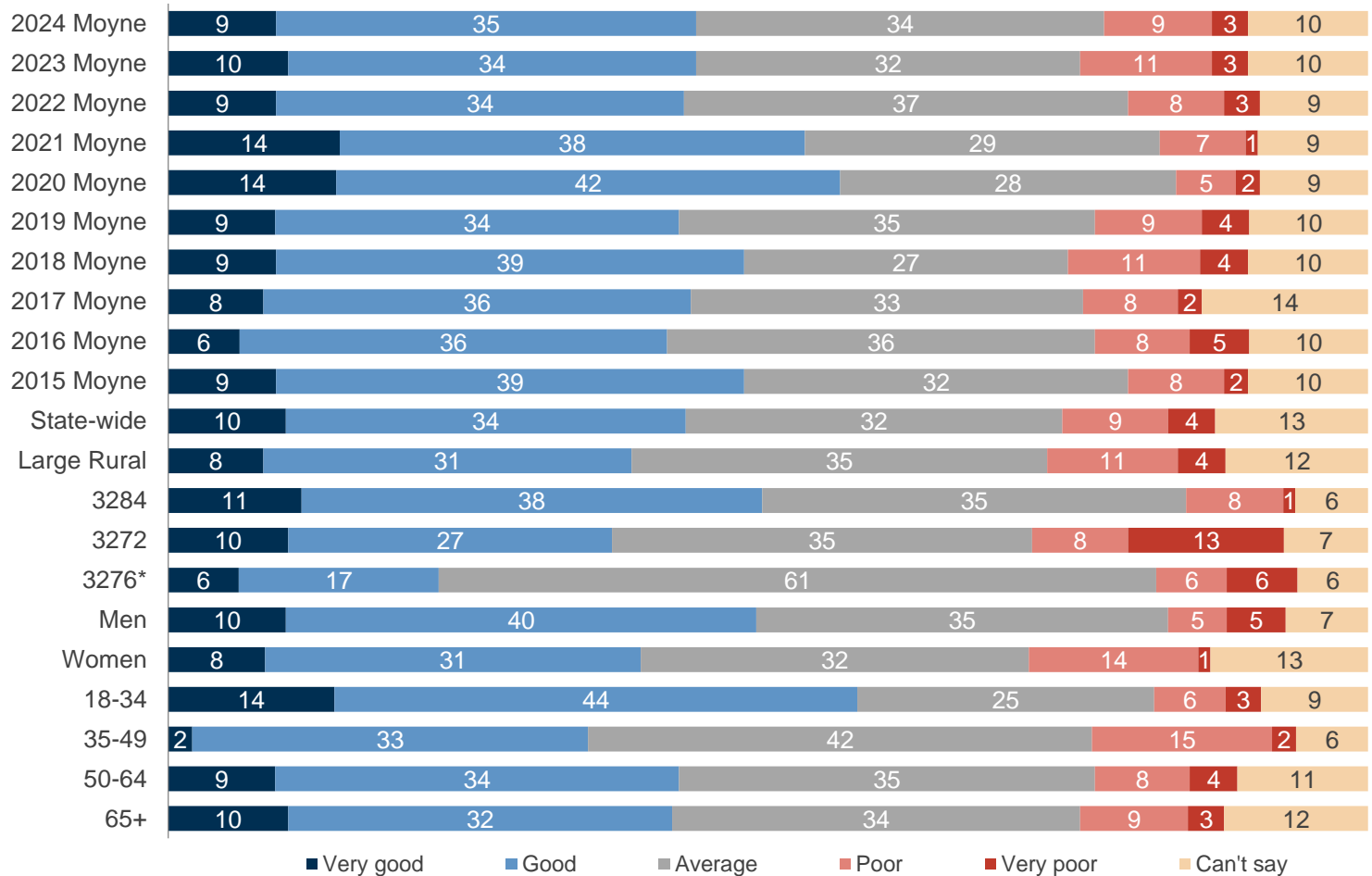*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

JWS RESEARCH

Environmental sustainability importance

2024 environmental sustainability importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	22	41	26	6	3	2
2023 Moyne	24	34	27	9	4	2
2022 Moyne	29	34	25	7	4	1
2021 Moyne	28	36	25	8	2	1
2020 Moyne	26	37	28	5	3	1
State-wide	25	36	25	8	4	1
Large Rural	24	35	26	9	4	1
3284	34	40	19	2	4	2
3272	24	44	15	11	6	
3276*	11	66	6	17		
Men	15	37	33	9	5	1
Women	29	45	19		4	3
18-34	25	39	33			3
35-49	21	54	17	2	6	
50-64	26	34	22	16	2	1
65+	20	38	29	7	3	3

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

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8
*Caution: small sample size < n=30

Environmental sustainability performance

2024 environmental sustainability performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	67 ▲	66	63	71	66	62	69	61	63	68
3284	63	64	58	69	69	62	64	62	64	62
Men	62	60	61	65	68	59	59	64	58	63
State-wide	60	60	61	62	60	62	63	64	63	64
65+	60	59	58	62	65	60	58	63	60	59
Moyne	60	60	61	66	66	60	61	62	58	62
50-64	60	59	59	66	64	57	59	59	57	60
Women	59	60	60	66	65	60	63	59	58	61
Large Rural	58	58	59	61	60	61	61	62	62	64
35-49	55 ▼	56	64	66	70	61	58	63	54	62
3272	53	64	60	65	66	59	60	61	58	54
3276	53*	53	51	60	62	62	60	60	61	52

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
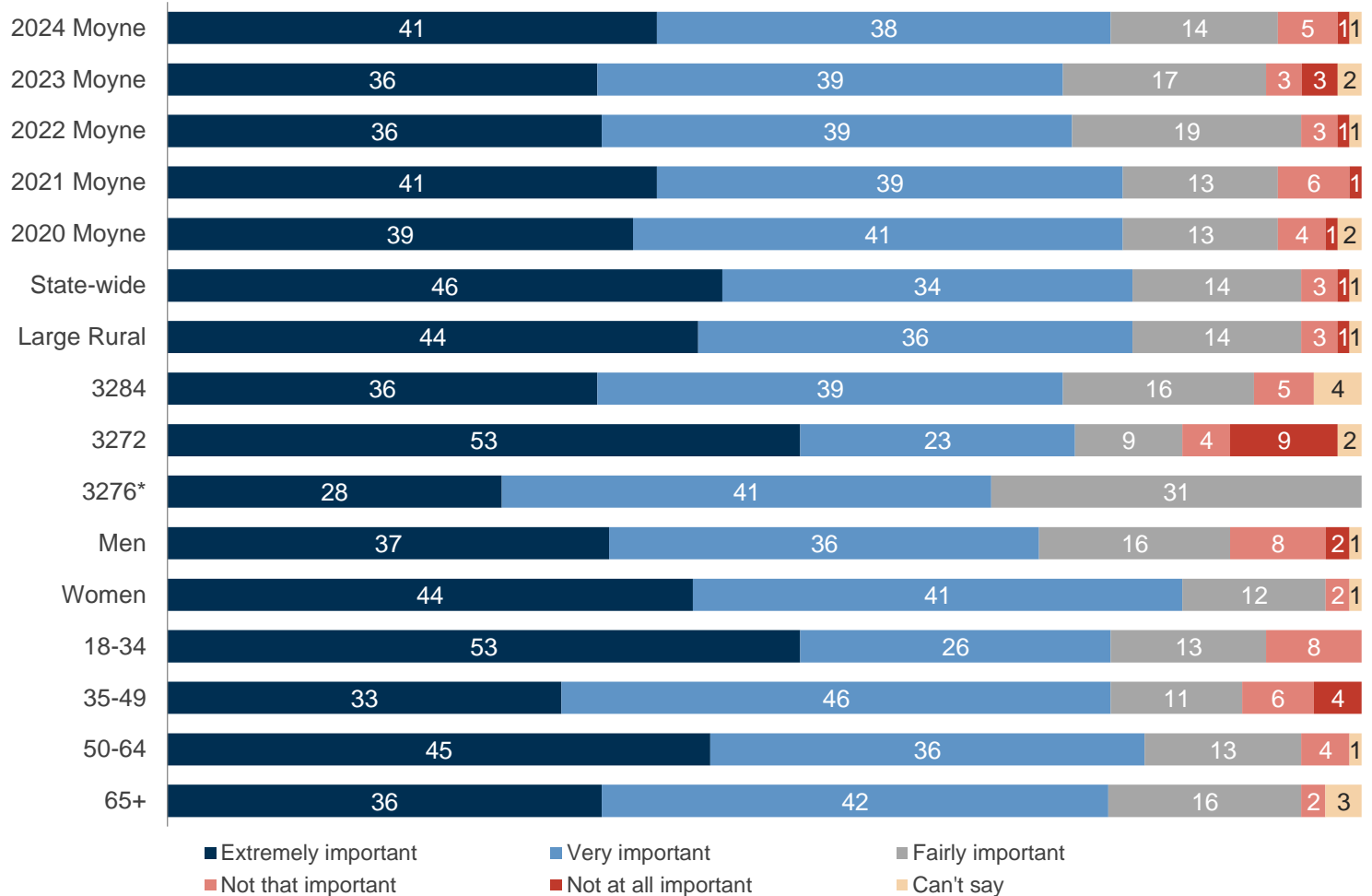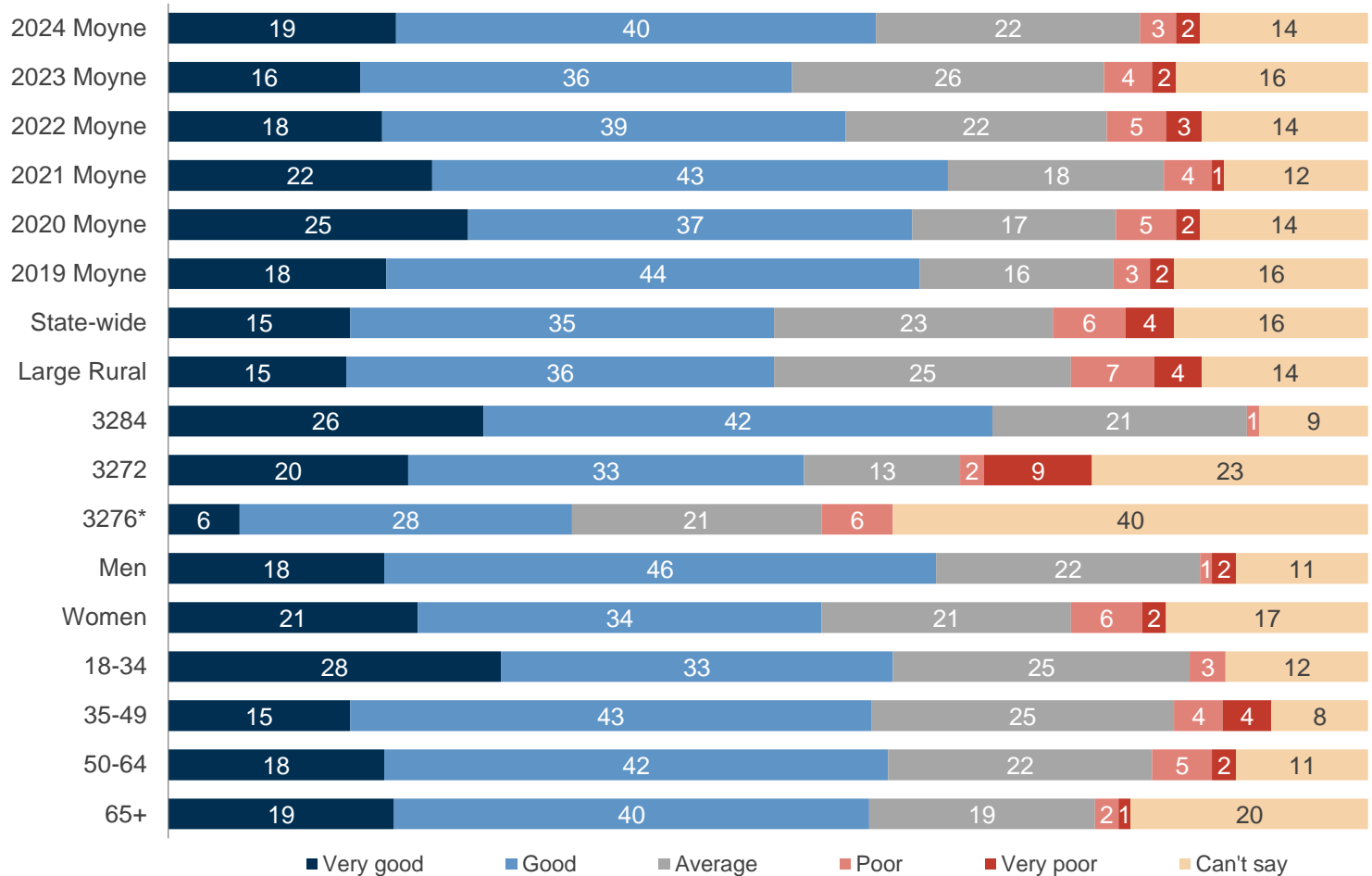*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Environmental sustainability performance

2024 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	9	35	34	9	3	10
2023 Moyne	10	34	32	11	3	10
2022 Moyne	9	34	37	8	3	9
2021 Moyne	14	38	29	7	1	9
2020 Moyne	14	42	28	5	2	9
2019 Moyne	9	34	35	9	4	10
2018 Moyne	9	39	27	11	4	10
2017 Moyne	8	36	33	8	2	14
2016 Moyne	6	36	36	8	5	10
2015 Moyne	9	39	32	8	2	10
State-wide	10	34	32	9	4	13
Large Rural	8	31	35	11	4	12
3284	11	38	35	8	1	6
3272	10	27	35	8	13	7
3276*	6	17	61	6	6	6
Men	10	40	35	5	5	7
Women	8	31	32	14	1	13
18-34	14	44	25	6	3	9
35-49	2	33	42	15	2	6
50-64	9	34	35	8	4	11
65+	10	32	34	9	3	12

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

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
*Caution: small sample size < n=30

Emergency and disaster management importance

2024 emergency and disaster management importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	82	80	82	84	83	n/a	n/a	n/a	n/a	n/a
50-64	81	75	77	76	79	n/a	n/a	n/a	n/a	n/a
18-34	81	75	76	78	81	n/a	n/a	n/a	n/a	n/a
State-wide	80	80	81	81	80	81	81	80	80	80
Large Rural	80	80	81	81	81	82	82	81	81	81
65+	79	75	78	79	78	n/a	n/a	n/a	n/a	n/a
Moyne	79	76	77	78	79	n/a	n/a	n/a	n/a	n/a
3272	77	86	75	84	77	n/a	n/a	n/a	n/a	n/a
3284	77	71	78	77	76	n/a	n/a	n/a	n/a	n/a
Men	75	71	72	73	74	n/a	n/a	n/a	n/a	n/a
35-49	75	78	76	80	78	n/a	n/a	n/a	n/a	n/a
3276	74*	68	78	85	84	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6
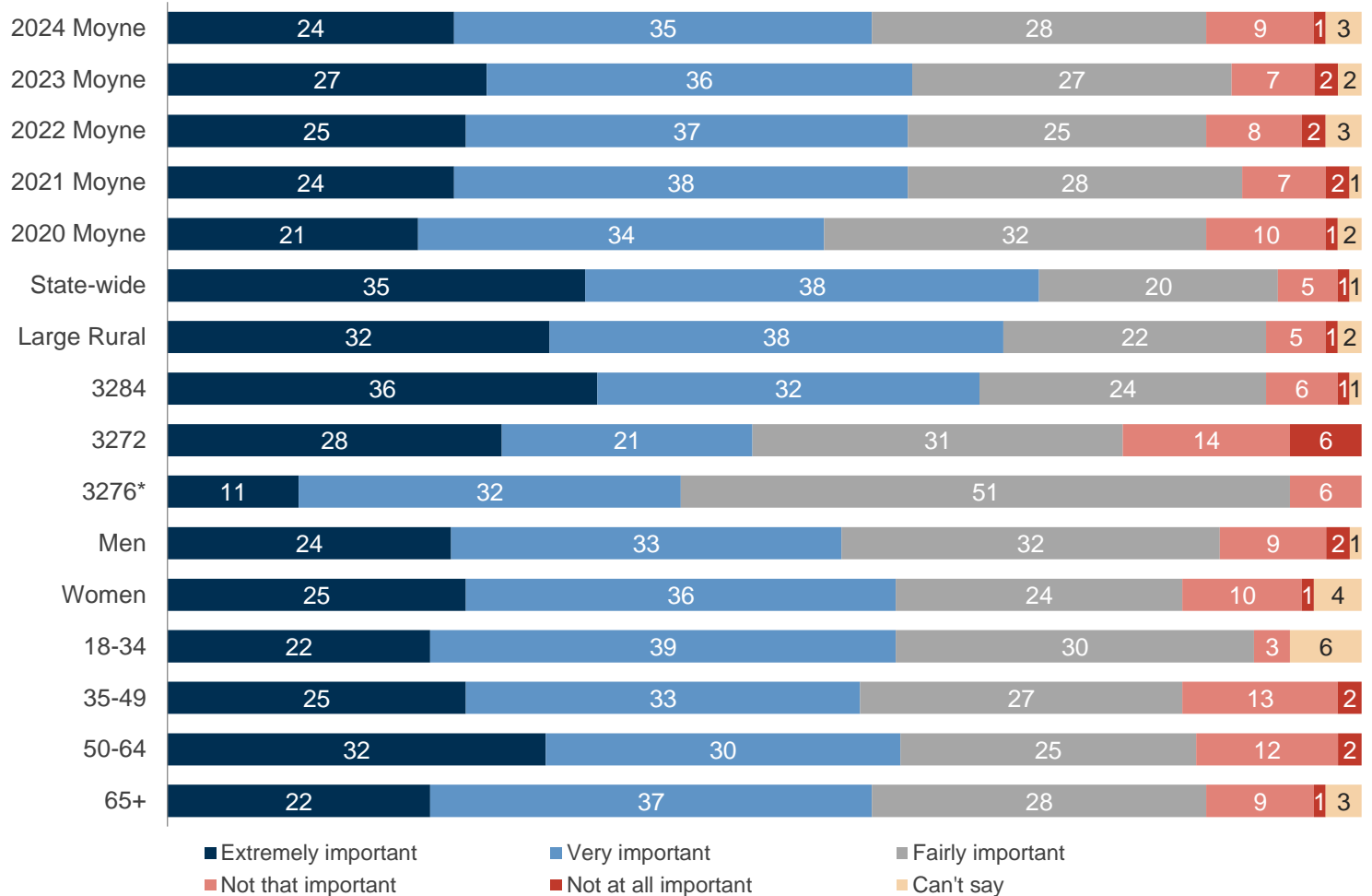*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Emergency and disaster management importance

2024 emergency and disaster management importance (%)

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	41	38	14	5	1	1
2023 Moyne	36	39	17	3	3	2
2022 Moyne	36	39	19	3	1	1
2021 Moyne	41	39	13	6		1
2020 Moyne	39	41	13	4	1	2
State-wide	46	34	14	3	1	1
Large Rural	44	36	14	3	1	1
3284	36	39	16	5		4
3272	53	23	9	4	9	2
3276*	28	41	31			
Men	37	36	16	8	2	1
Women	44	41	12	2		1
18-34	53	26	13	8		
35-49	33	46	11	6	4	
50-64	45	36	13	4		1
65+	36	42	16	2		3

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

Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 6
*Caution: small sample size < n=30

Emergency and disaster management performance

2024 emergency and disaster management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	76 ▲	74	70	76	69	75	n/a	n/a	n/a	n/a
18-34	74	67	68	73	71	72	n/a	n/a	n/a	n/a
65+	73	70	68	74	74	75	n/a	n/a	n/a	n/a
Men	72	66	67	71	72	69	n/a	n/a	n/a	n/a
Moyne	71	68	68	73	73	72	n/a	n/a	n/a	n/a
Women	70	69	70	75	74	74	n/a	n/a	n/a	n/a
50-64	69	63	67	72	71	69	n/a	n/a	n/a	n/a
3272	68	71	66	75	78	67	n/a	n/a	n/a	n/a
35-49	66	68	70	71	75	71	n/a	n/a	n/a	n/a
State-wide	65 ▼	65	66	71	68	72	71	70	69	70
Large Rural	65 ▼	64	66	71	69	72	71	70	70	71
3276	64*	59	68	60	69	48	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: 9
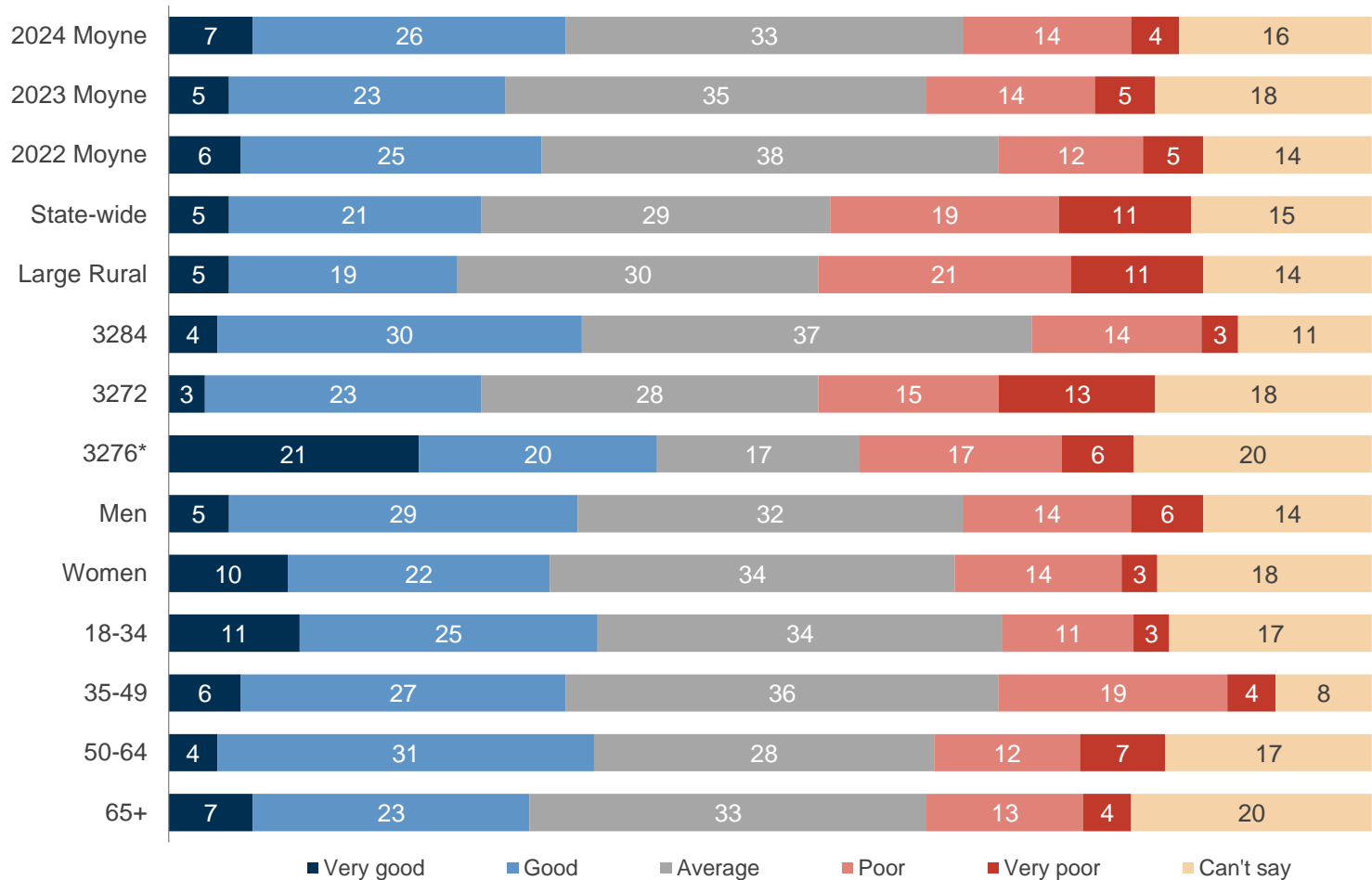*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Emergency and disaster management performance

2024 emergency and disaster management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	19	40	22	3	2	14
2023 Moyne	16	36	26	4	2	16
2022 Moyne	18	39	22	5	3	14
2021 Moyne	22	43	18	4	1	12
2020 Moyne	25	37	17	5	2	14
2019 Moyne	18	44	16	3	2	16
State-wide	15	35	23	6	4	16
Large Rural	15	36	25	7	4	14
3284	26	42	21		1	9
3272	20	33	13	2	9	23
3276*	6	28	21	6		40
Men	18	46	22	1	2	11
Women	21	34	21	6	2	17
18-34	28	33	25	3		12
35-49	15	43	25	4	4	8
50-64	18	42	22	5	2	11
65+	19	40	19	2	1	20

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

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9
*Caution: small sample size < n=30

Planning for population growth in the area importance

2024 population growth importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	75 ▲	76	77	76	76	77	77	76	76	75
3284	75 ▲	75	75	76	69	n/a	n/a	n/a	n/a	n/a
Large Rural	74 ▲	76	75	74	75	77	78	78	74	74
18-34	71	74	70	64	63	n/a	n/a	n/a	n/a	n/a
Women	70	73	71	74	69	n/a	n/a	n/a	n/a	n/a
50-64	70	70	69	73	66	n/a	n/a	n/a	n/a	n/a
Moyne	69	70	70	69	66	n/a	n/a	n/a	n/a	n/a
65+	68	68	70	68	64	n/a	n/a	n/a	n/a	n/a
Men	67	67	69	64	64	n/a	n/a	n/a	n/a	n/a
35-49	67	71	70	72	72	n/a	n/a	n/a	n/a	n/a
3272	63	78	68	66	62	n/a	n/a	n/a	n/a	n/a
3276	62*	64	75	84	68	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 4
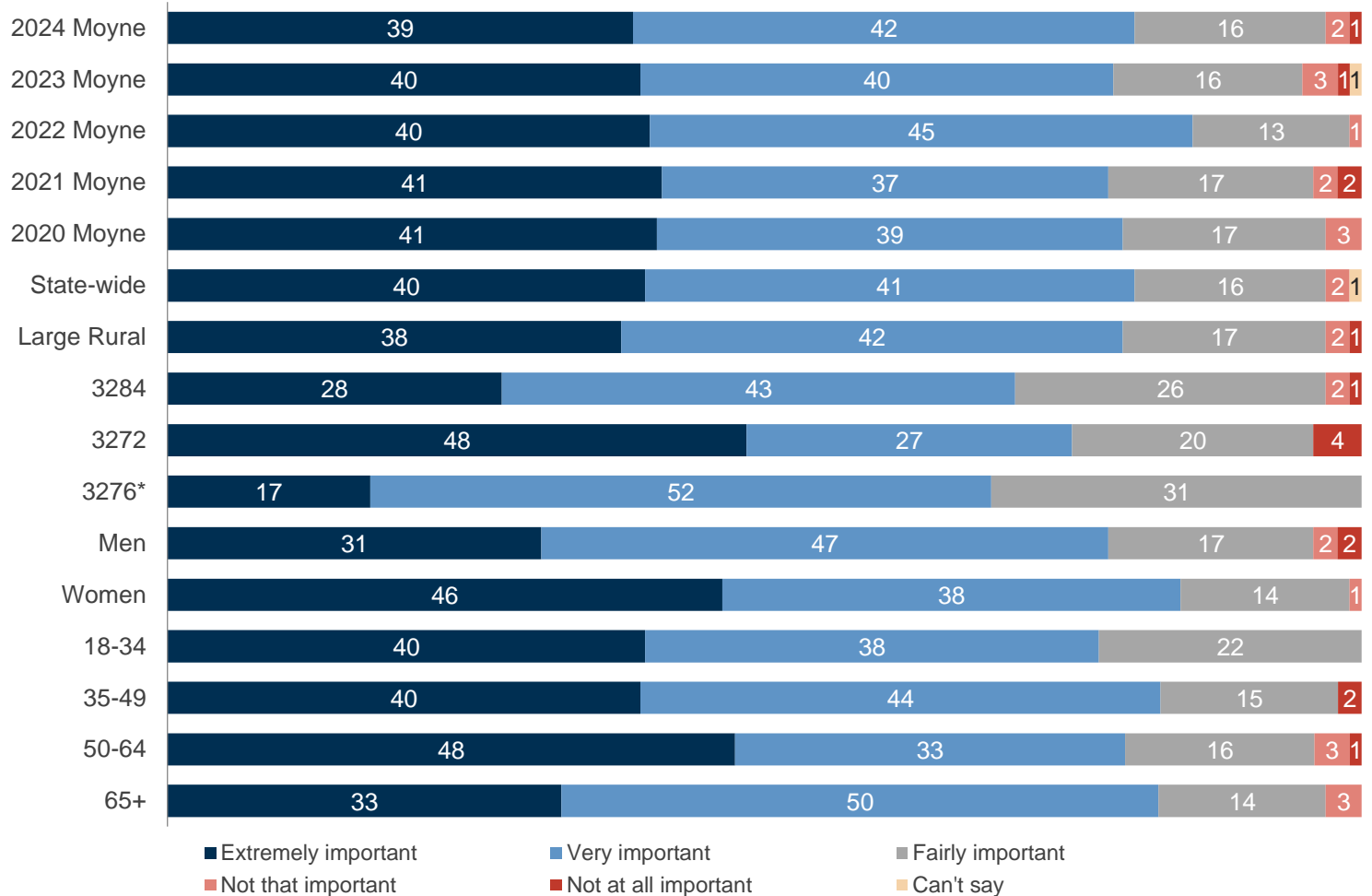Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Planning for population growth in the area importance

2024 population growth importance (%)

Group	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	24	35	28	9	1	3
2023 Moyne	27	36	27	7	2	2
2022 Moyne	25	37	25	8	2	3
2021 Moyne	24	38	28	7	2	1
2020 Moyne	21	34	32	10	1	2
State-wide	35	38	20	5	1	1
Large Rural	32	38	22	5	1	2
3284	36	32	24	6	1	1
3272	28	21	31	14	6	
3276*	11	32	51	6		
Men	24	33	32	9	2	1
Women	25	36	24	10	1	4
18-34	22	39	30	3		6
35-49	25	33	27	13		2
50-64	32	30	25	12		2
65+	22	37	28	9	1	3

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

Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 4
*Caution: small sample size < n=30

Planning for population growth in the area performance

2024 population growth performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3276	60*	44	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	58	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moyne	55	52	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3284	55	49	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	55	54	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	50	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	51	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	46	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47▼	48	52	53	51	52	52	52	51	54
3272	46▼	54	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	46▼	45	49	51	47	49	48	48	47	50

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: 5
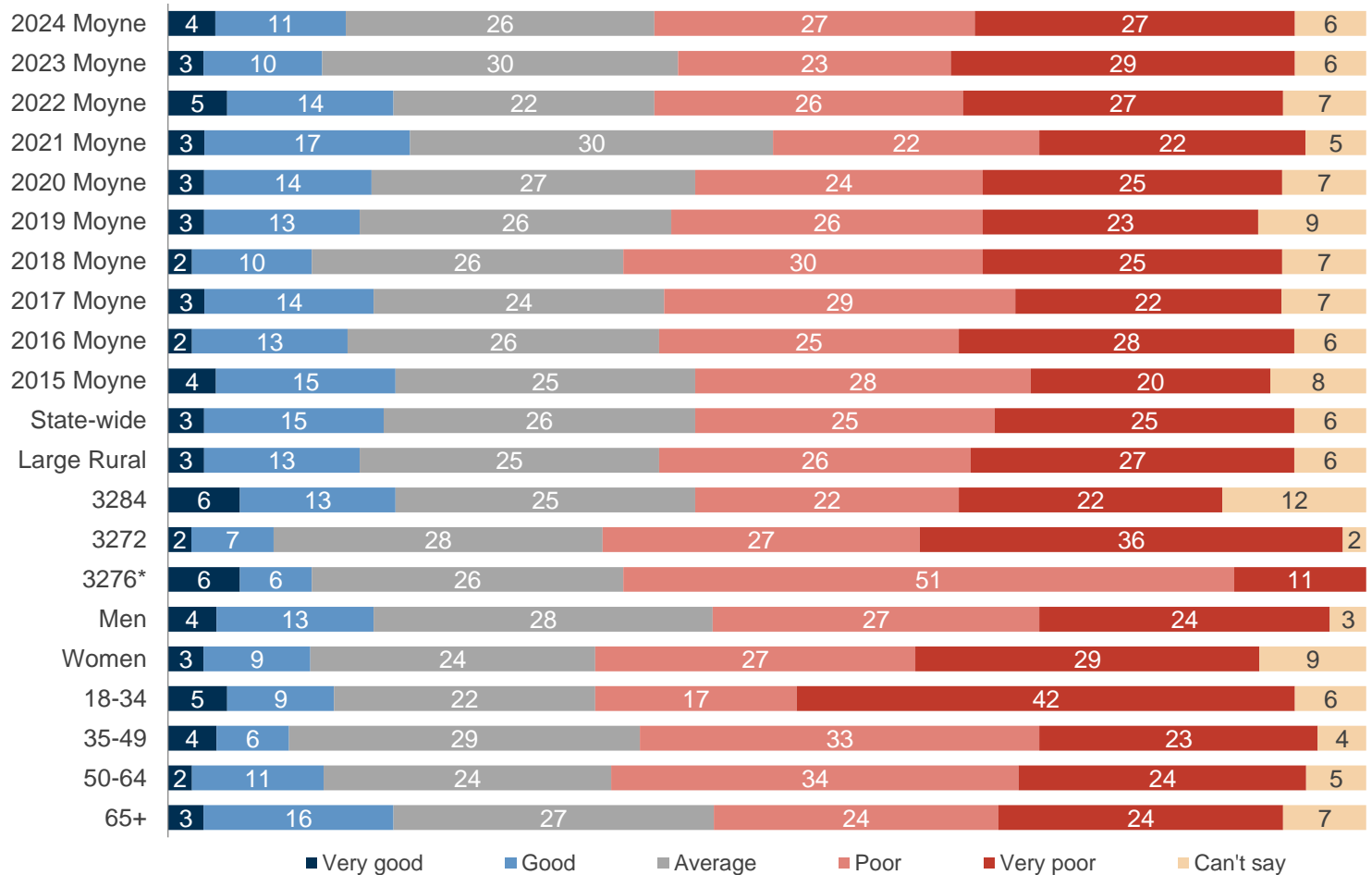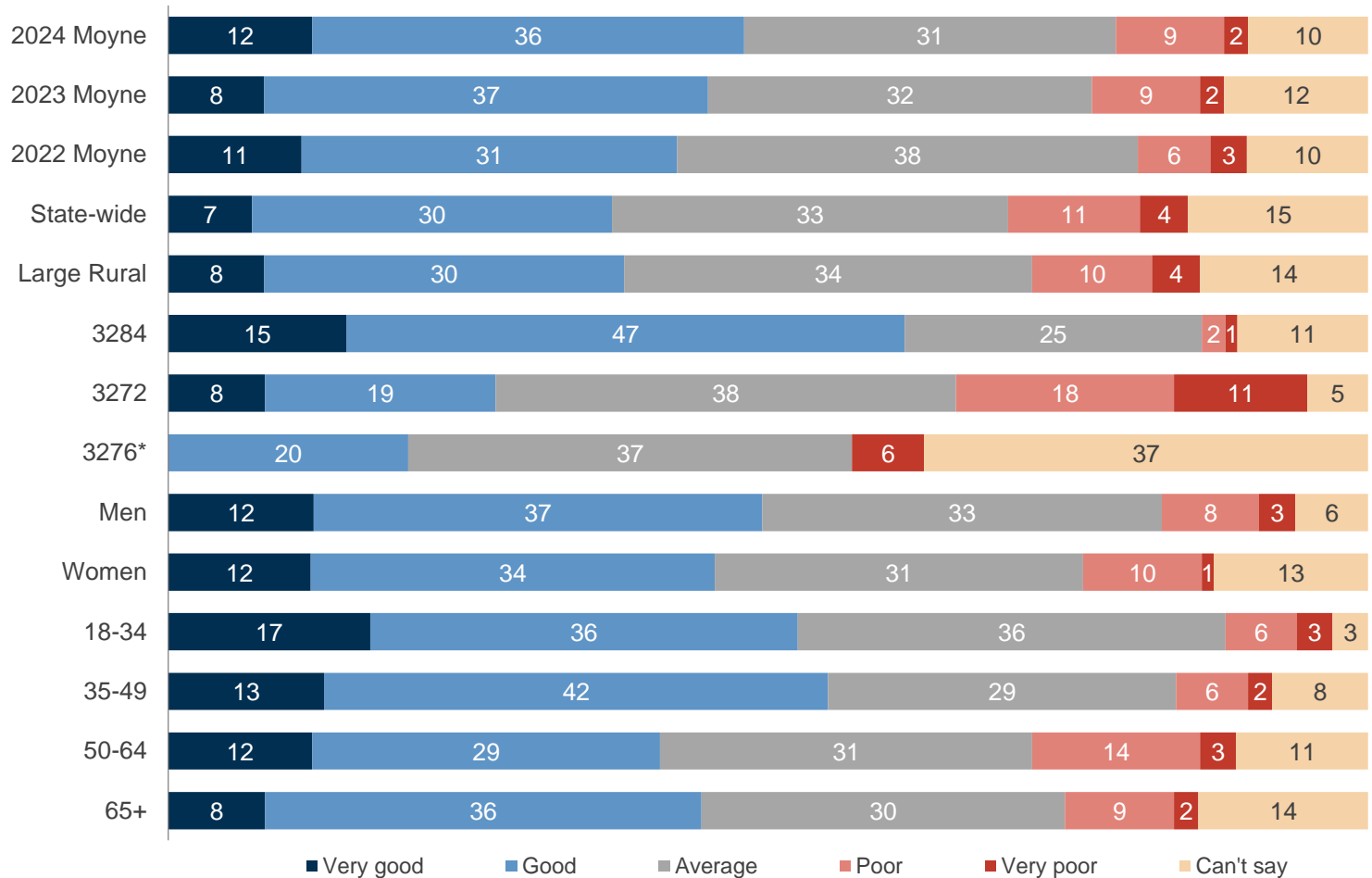*Note: Please see Appendix A for explanation of significant differences.*
*Caution: small sample size < n=30

Planning for population growth in the area performance

2024 population growth performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	7	26	33	14	4	16
2023 Moyne	5	23	35	14	5	18
2022 Moyne	6	25	38	12	5	14
State-wide	5	21	29	19	11	15
Large Rural	5	19	30	21	11	14
3284	4	30	37	14	3	11
3272	3	23	28	15	13	18
3276*	21	20	17	17	6	20
Men	5	29	32	14	6	14
Women	10	22	34	14	3	18
18-34	11	25	34	11	3	17
35-49	6	27	36	19	4	8
50-64	4	31	28	12	7	17
65+	7	23	33	13	4	20

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

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
*Caution: small sample size < n=30

Roadside slashing and weed control importance

2024 roadside slashing and weed control importance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	82	82	84	84	83	n/a	n/a	n/a	n/a	n/a
50-64	81	82	83	82	83	n/a	n/a	n/a	n/a	n/a
State-wide	80	79	79	79	78	74	73	74	73	73
35-49	80	74	83	78	78	n/a	n/a	n/a	n/a	n/a
18-34	79	83	79	74	78	n/a	n/a	n/a	n/a	n/a
Moyne	79	79	81	78	79	n/a	n/a	n/a	n/a	n/a
Large Rural	79	80	81	79	78	76	75	75	75	74
3272	79	87	82	78	80	n/a	n/a	n/a	n/a	n/a
65+	78	79	80	79	79	n/a	n/a	n/a	n/a	n/a
Men	76	76	79	73	76	n/a	n/a	n/a	n/a	n/a
3284	74 ▼	76	76	73	76	n/a	n/a	n/a	n/a	n/a
3276	71*	76	83	95	86	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 7 Councils asked group: 4
Note: Please see Appendix A for explanation of significant differences.
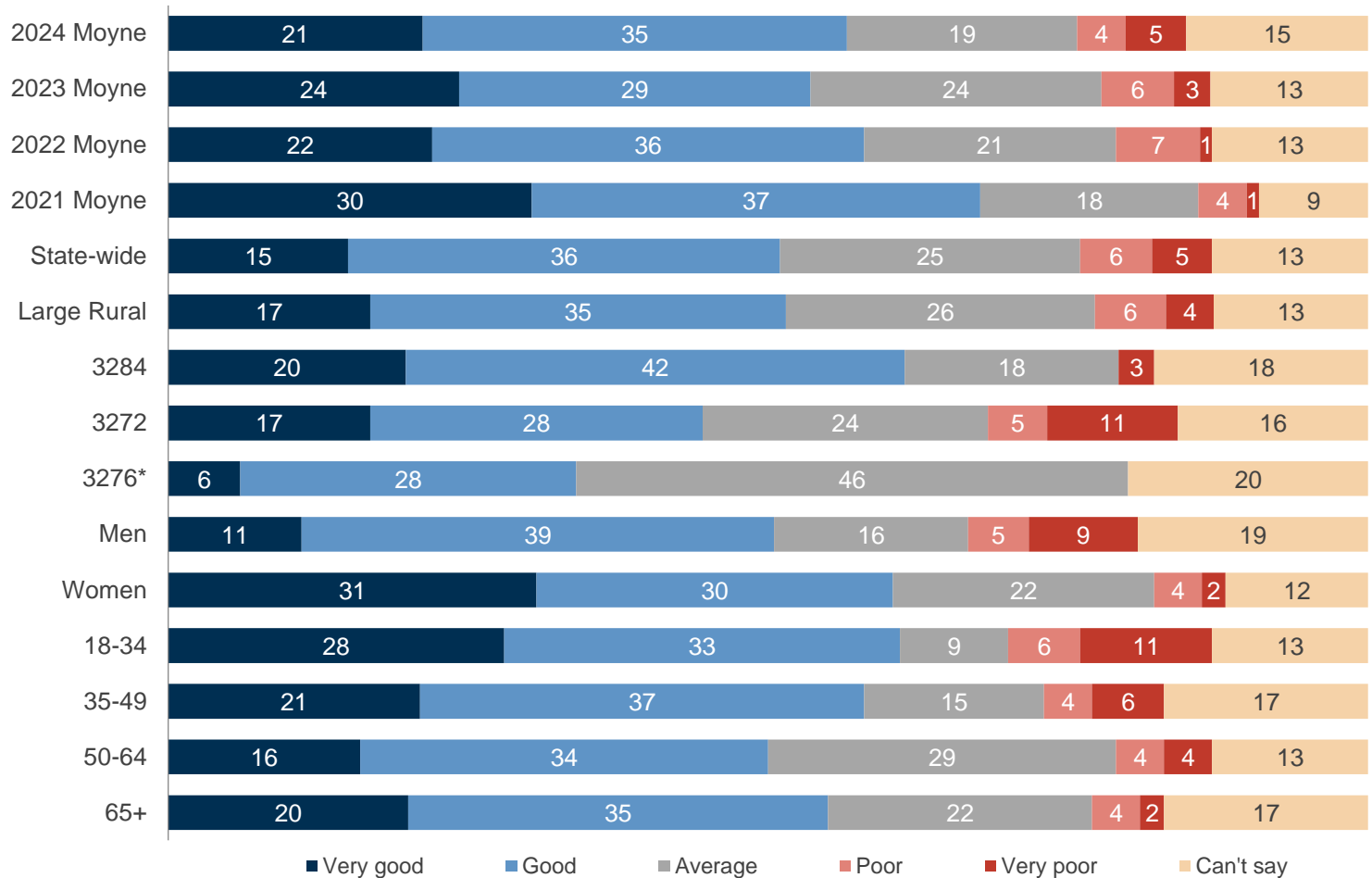**Caution: small sample size < n=30*

Roadside slashing and weed control importance

2024 roadside slashing and weed control importance (%)

Group	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2024 Moyne	39	42	16	2	1	
2023 Moyne	40	40	16	3	1	1
2022 Moyne	40	45	13			1
2021 Moyne	41	37	17	2	2	
2020 Moyne	41	39	17	3		
State-wide	40	41	16	2		1
Large Rural	38	42	17	2	1	
3284	28	43	26	2	1	
3272	48	27	20		4	
3276*	17	52	31			
Men	31	47	17	2	2	
Women	46	38	14		1	
18-34	40	38	22			
35-49	40	44	15		2	
50-64	48	33	16	3	1	
65+	33	50	14		3	

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

Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?
Base: All respondents. Councils asked State-wide: 7 Councils asked group: 4
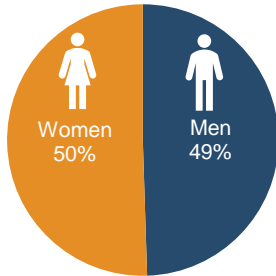*Caution: small sample size < n=30

Maintenance of unsealed roads in your area performance

2024 unsealed roads performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	38	39	40	44	46	37	38	42	40	47
65+	37	38	35	40	39	39	42	38	38	39
Men	36	33	36	39	38	36	34	37	32	38
3276	36*	43	40	38	30	21	33	35	38	35
State-wide	36▲	37	41	45	44	44	43	44	43	45
Large Rural	34	35	39	44	42	41	41	42	43	44
Moyne	33	33	35	39	35	35	33	35	34	38
35-49	33	31	39	39	31	37	30	36	26	32
50-64	32	29	35	37	36	32	28	34	34	38
Women	31	32	34	38	33	34	31	34	35	37
18-34	28	29	31	39	34	32	31	33	36	43
3272	28	31	32	39	31	39	36	35	29	38

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: 11
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Maintenance of unsealed roads in your area performance

2024 unsealed roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	4	11	26	27	27	6
2023 Moyne	3	10	30	23	29	6
2022 Moyne	5	14	22	26	27	7
2021 Moyne	3	17	30	22	22	5
2020 Moyne	3	14	27	24	25	7
2019 Moyne	3	13	26	26	23	9
2018 Moyne	2	10	26	30	25	7
2017 Moyne	3	14	24	29	22	7
2016 Moyne	2	13	26	25	28	6
2015 Moyne	4	15	25	28	20	8
State-wide	3	15	26	25	25	6
Large Rural	3	13	25	26	27	6
3284	6	13	25	22	22	12
3272	2	7	28	27	36	2
3276*	6	6	26	51	11	
Men	4	13	28	27	24	3
Women	3	9	24	27	29	9
18-34	5	9	22	17	42	6
35-49	4	6	29	33	23	4
50-64	2	11	24	34	24	5
65+	3	16	27	24	24	7

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: 11
*Caution: small sample size < n=30

Business and community development performance

2024 business/community development performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
3284	70▲	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	60	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	65	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	63	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Moyne	63	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	61	63	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	56	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	59▼	57	58	60	60	59	58	59	58	60
State-wide	57▼	57	58	60	59	61	60	60	60	60
3276	53*	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3272	49▼	65	63	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: 4
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Business and community development performance

2024 business/community development performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	12	36	31	9	2	10
2023 Moyne	8	37	32	9	2	12
2022 Moyne	11	31	38	6	3	10
State-wide	7	30	33	11	4	15
Large Rural	8	30	34	10	4	14
3284	15	47	25	2	1	11
3272	8	19	38	18	11	5
3276*		20	37		6	37
Men	12	37	33	8	3	6
Women	12	34	31	10	1	13
18-34	17	36	36	6	3	3
35-49	13	42	29	6	2	8
50-64	12	29	31	14	3	11
65+	8	36	30	9	2	14

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

Q2. How has Council performed on 'Business and community development' over the last 12 months?
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4
*Caution: small sample size < n=30

COVID-19 response performance

2024 COVID-19 response performance (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	74 ▲	73	71	77	n/a	n/a	n/a	n/a	n/a	n/a
3284	73	72	76	77	n/a	n/a	n/a	n/a	n/a
65+	70	68	71	76	n/a	n/a	n/a	n/a	n/a
35-49	69	73	72	75	n/a	n/a	n/a	n/a	n/a
Moyne	68	69	70	75	n/a	n/a	n/a	n/a	n/a
18-34	68	69	66	71	n/a	n/a	n/a	n/a	n/a
Large Rural	66	67	71	74	n/a	n/a	n/a	n/a	n/a
50-64	66	65	72	77	n/a	n/a	n/a	n/a	n/a
State-wide	65 ▼	67	69	73	n/a	n/a	n/a	n/a	n/a
3276	62*	64	66	74	n/a	n/a	n/a	n/a	n/a
Men	62 ▼	65	69	73	n/a	n/a	n/a	n/a	n/a
3272	60	68	64	79	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 8 Councils asked group: 5
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

COVID-19 response performance

2024 COVID-19 response performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Moyne	21	35	19	4	5	15
2023 Moyne	24	29	24	6	3	13
2022 Moyne	22	36	21	7	1	13
2021 Moyne	30	37	18	4	1	9
State-wide	15	36	25	6	5	13
Large Rural	17	35	26	6	4	13
3284	20	42	18		3	18
3272	17	28	24	5	11	16
3276*	6	28	46			20
Men	11	39	16	5	9	19
Women	31	30	22	4	2	12
18-34	28	33	9	6	11	13
35-49	21	37	15	4	6	17
50-64	16	34	29	4	4	13
65+	20	35	22	4	2	17

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
Base: All respondents. Councils asked State-wide: 8 Councils asked group: 5
*Caution: small sample size < n=30

Detailed demographics

Gender and age profile

2024 gender

Moyne
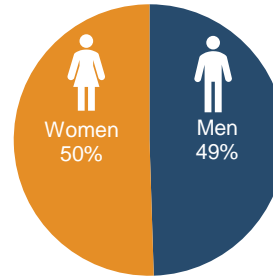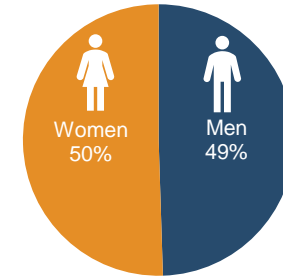
Women 50% Men 49%

Large Rural

Women 50% Men 49%

State-wide

Women 50% Men 49%

2024 age

Moyne

3% 19% 22% 20% 36%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

Large Rural

2% 19% 22% 19% 36%

■18-24 ■25-34 ■35-49 ■50-64 ■65+

State-wide

3% 21% 22% 18% 36%
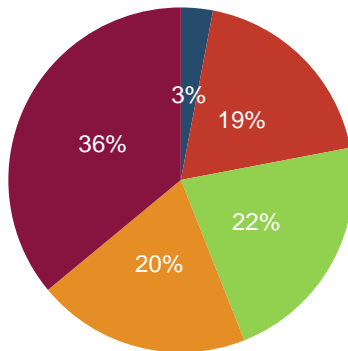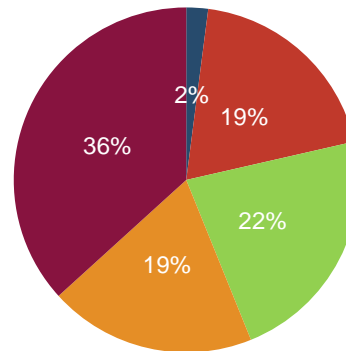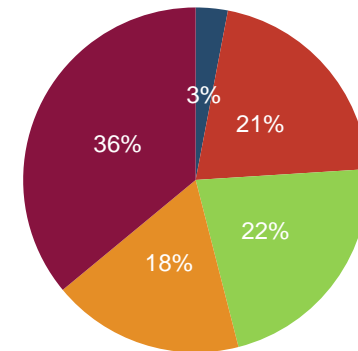
■18-24 ■25-34 ■35-49 ■50-64 ■65+

S3. How would you describe your gender? / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18
≤1% of respondents in each of Moyne Shire Council, Large Rural and State-wide did not describe their gender as male or female.
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

Appendix A: Index scores, margins of error and significant differences

Appendix A:
Index Scores

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

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 Moyne Shire Council was n=401. 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=401 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 13,500 people aged 18 years or over for Moyne Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Moyne Shire Council	401	400	+/-4.8
Men	195	194	+/-7.0
Women	202	202	+/-6.9
3284	102	94	+/-9.7
3272	45	43	+/-14.7
3276	12	13	+/-29.5
18-34 years	36	86	+/-16.5
35-49 years	48	89	+/-14.3
50-64 years	113	80	+/-9.2
65+ years	204	144	+/-6.8

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=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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 Moyne 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 Moyne Shire Council.

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

A total of n=401 completed interviews were achieved in Moyne Shire Council. Survey fieldwork was conducted in the period of 29th January – 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

Moyne Shire Council is classified as a Large Rural council according to the following classification list:

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

Councils participating in the Large Rural group are:

- Bass Coast, Baw Baw, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Moyne Shire Council for this 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time cannot 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.

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

FIND OUT WHAT THEY'RE THINKING.

Contact us
03 8685 8555

Follow us
@JWSResearch

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzuker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

JWS RESEARCH