2024 Local Government Community Satisfaction Survey

Borough of Queenscliffe

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

Chart title explains the data shown in the chart

Previous results

2024 overall performance (index scores)

			2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	75 ▲		70	73	73	75	71	74	72	77	73
Women	71		69	72	72	72	74	73	74	71	74
Area 1	71		69	70	72	71	70	72	73	71	74
65+	70		67	71	73	72	72	71	71	71	76
Area 2	69		69	74	69	71	72	72	70	71	73
Borough Of Queenscliffe	69						71	72	71	72	73
Area 3	68						70	72	71	72	72
Men	67		64	69	68	67	67	71	69	72	73
35-49	64		65	69	68	66	71	74	72	69	70
50-64	63					67	67	66	70	66	73
Small Rural	63 ▼		62	65	67	66	67	65	64	66	67
State-wide	54 ▼		56	59	61	58	60	59	59	59	60

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 Borough of Queenscliffe, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 9
Note: Please see Appendix A for explanation of significant differences.

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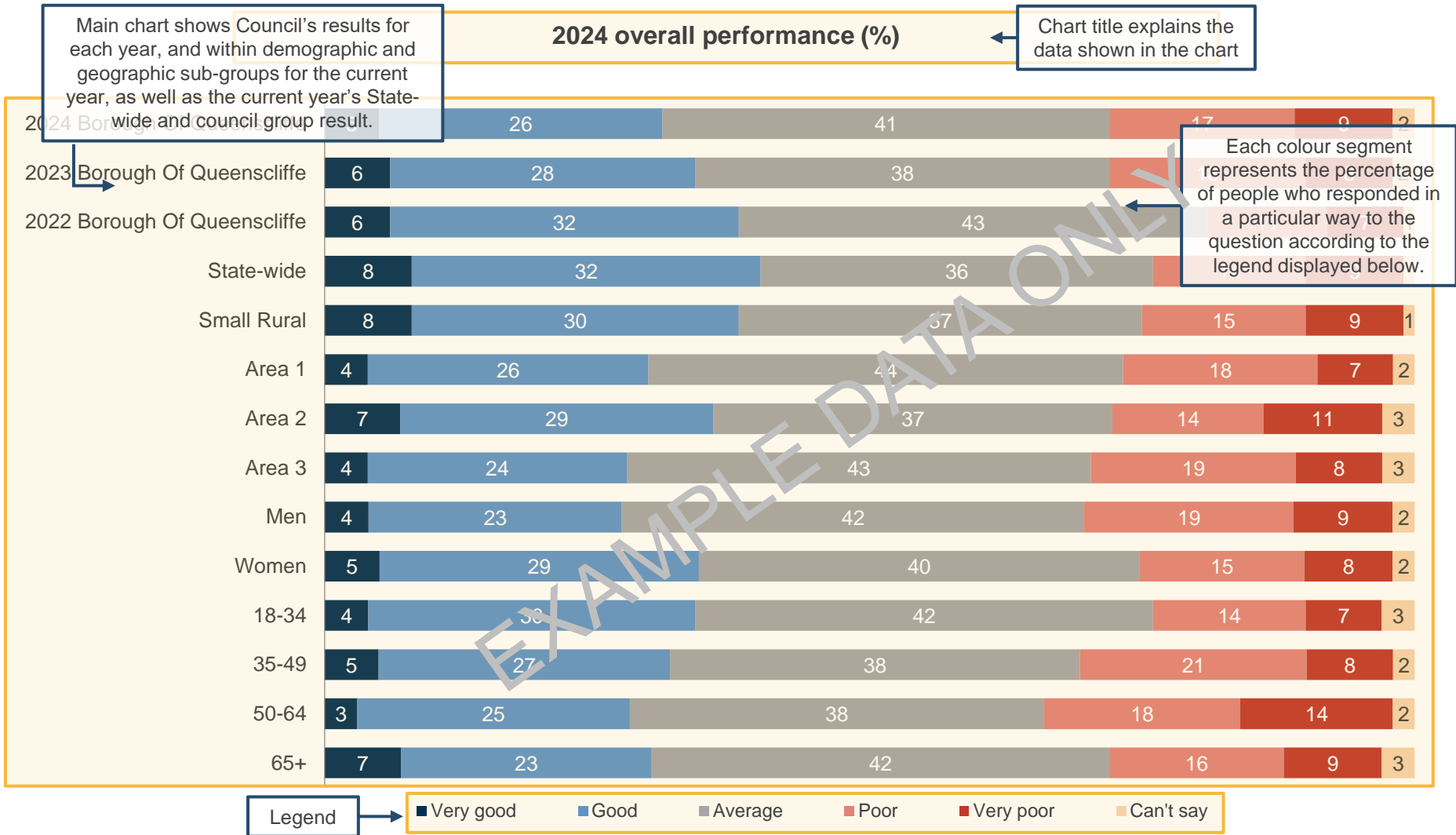
Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.

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.

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe		26	41	17	9	2
2023 Borough Of Queenscliffe	6	28	38			
2022 Borough Of Queenscliffe	6	32	43			
State-wide	8	32	36			
Small 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	30	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

EXAMPLE DATA ONLY

Legend

■ 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 Borough of Queenscliffe, 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

JWS RESEARCH

Key findings and recommendations

Borough of Queenscliffe – at a glance

Overall council performance

Results shown are index scores out of 100.

Borough of Queenscliffe
58

Small Rural 53

State-wide 54

Council performance compared to group average

Top 3 performing areas	
Art centres & libraries	▲ higher
Elderly support services	▲ higher
Waste management	▲ higher

Bottom 3 performing areas	
Lobbying	= on par
Planning & building permits	▲ higher
Community decisions	= on par
Customer service	▲ higher

Summary of core measures

Index scores

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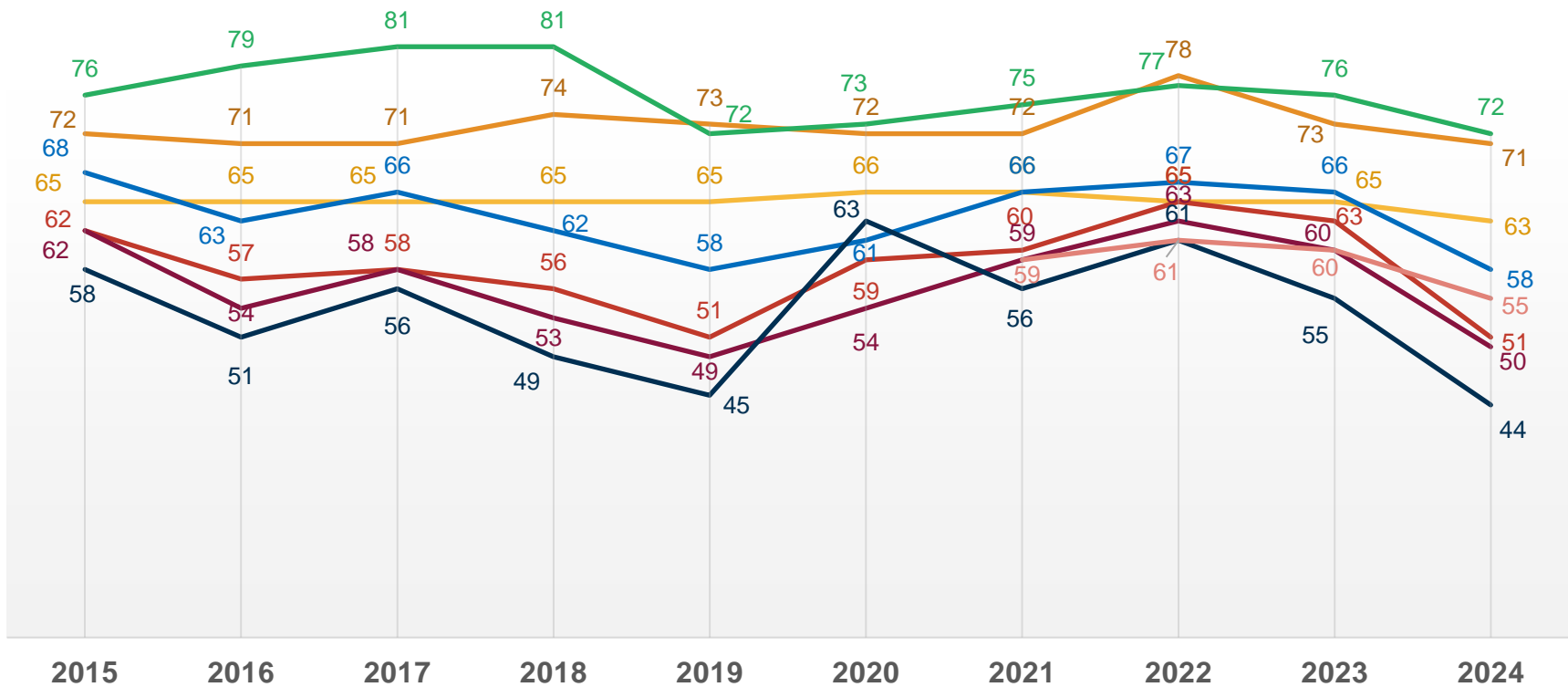
Summary of core measures

Core measures summary results (%)
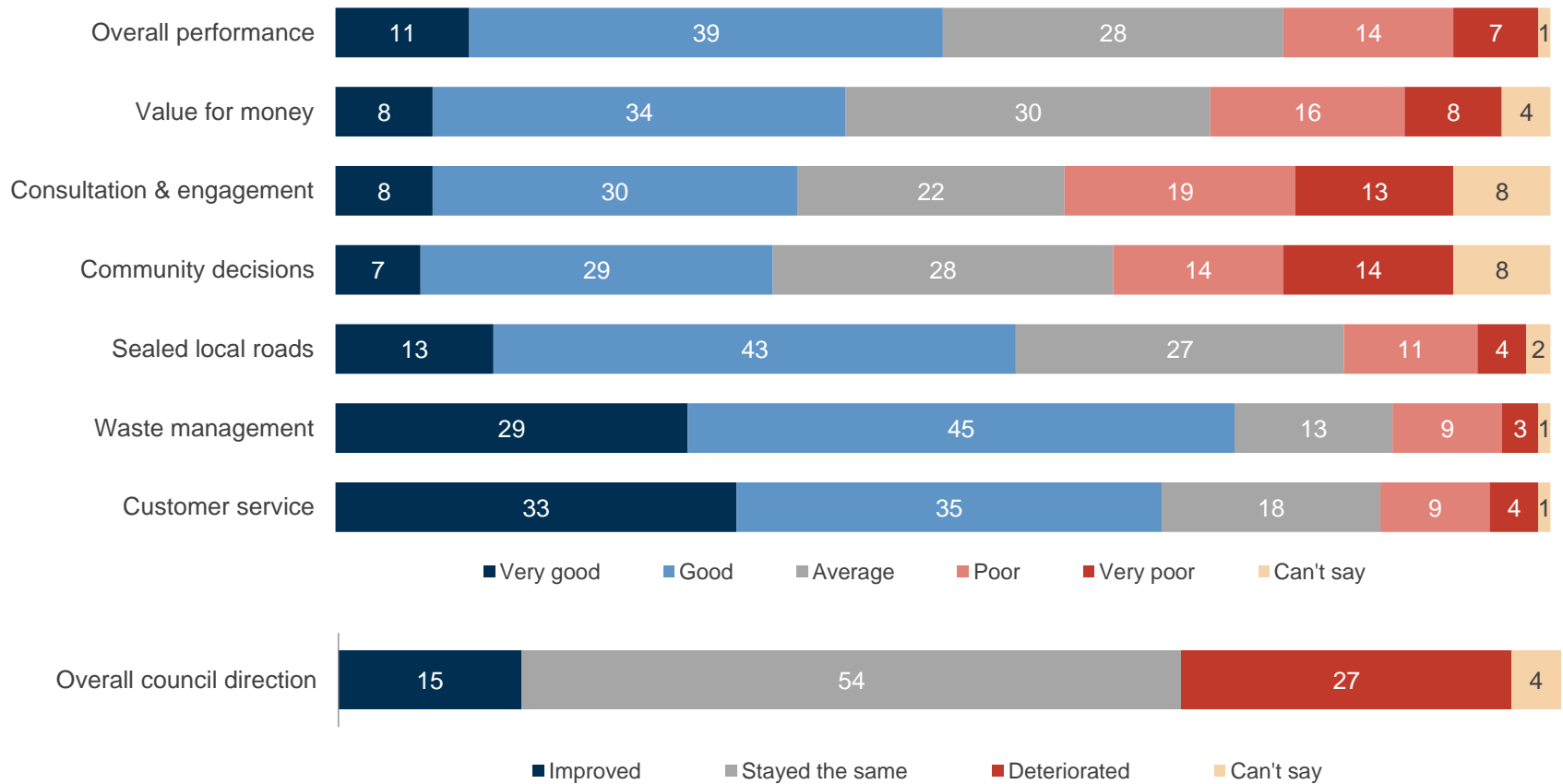
	Very good	Good	Average	Poor	Very poor	Can't say
Overall performance	11	39	28	14	7	1
Value for money	8	34	30	16	8	4
Consultation & engagement	8	30	22	19	13	8
Community decisions	7	29	28	14	14	8
Sealed local roads	13	43	27	11	4	2
Waste management	29	45	13	9	3	1
Customer service	33	35	18	9	4	1

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

	Improved	Stayed the same	Deteriorated	Can't say
Overall council direction	15	54	27	4

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

Summary of Borough of Queenscliffe performance

Services	Borough of Queenscliffe 2024	Borough of Queenscliffe 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
Overall performance	58	66	53	54	Non-Residents	35-49 years
Value for money	55	60	47	48	Non-Residents	35-49 years
Overall council direction	44	55	44	45	Non-Residents	35-49 years
Customer service	71	73	66	67	Non-Residents	65+ years
Art centres & libraries	79	78	73	73	35-49 years	Men
Elderly support services	72	72	65	63	Non-Residents	18-34 years
Waste management	72	76	67	67	65+ years	18-34 years
Community & cultural	71	75	69	66	Non-Residents	Residents
Recreational facilities	70	72	67	68	50-64 years	35-49 years
Appearance of public areas	69	73	71	68	Non-Residents	18-34 years

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

Summary of Borough of Queenscliffe performance

Services	Borough of Queenscliffe 2024	Borough of Queenscliffe 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
Environmental sustainability	**67**	70	59	60	18-34 years	65+ years, Residents
Family support services	**65**	68	61	63	50-64 years	35-49 years
Parking facilities	**63**	64	59	54	Non-Residents	Residents
Sealed local roads	**63**	65	41	45	Non-Residents	Residents
Enforcement of local laws	**60**	60	60	61	Non-Residents	Men
Traffic management	**58**	64	58	53	Non-Residents	18-34 years
Bus/community dev./tourism	**57**	62	59	57	Non-Residents	35-49 years
Informing the community	**57**	67	56	56	Non-Residents	Residents
Town planning policy	**52**	59	49	50	Non-Residents	18-34 years
Consultation & engagement	**51**	63	51	51	Non-Residents	35-49 years

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

Summary of Borough of Queenscliffe performance

Services		Borough of Queenscliffe 2024	Borough of Queenscliffe 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Community decisions	**50**	60	50	50	Non-Residents	35-49 years, Residents
	Planning & building permits	**50**	53	43	45	Non-Residents, 50-64 years	35-49 years
	Lobbying	**49**	59	50	50	Non-Residents	35-49 years

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

Focus areas for the next 12 months

Overview

Perceptions of overall performance in the Borough of Queenscliffe (index score of 58) declined significantly from 2023 after maintaining gains made in 2021 for two consecutive years. Council also experienced significant declines in perceptions on 10 of 19 service areas evaluated, including losses of upwards of 10 points in each of the related areas of informing the community, consultation and engagement, community decisions and lobbying.

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, with community decisions being the most influential. Town planning policies, and consultation and engagement processes, are also in need of attention – both have a strong-to-moderate influence on overall perceptions, are among Council's lower-rated service areas, and like community decisions, experienced significant declines in perceptions in the past year.

Comparison to state and area grouping

Despite declines, Council performs significantly higher than group and State-wide averages on close to half of the individual service areas evaluated, in addition to overall performance. Ratings are otherwise in line with, but not lower than, average ratings for councils in the Small Rural group and State-wide. Council outperforms the group by the widest margins in the areas of elderly support services and sealed local roads. This is a positive result for Council and suggests declines reflect rural realities.

Abate declines

To negate significant declines in key service areas, Council's attention is best focused on improving perceptions among resident ratepayers and those aged 35 to 49 years, as ratings among these groups are lower and have deteriorated more than other cohorts across a number of measures. This includes in areas with a strong-to-moderate influence on impressions of overall performance.

DETAILED FINDINGS

Overall performance

Overall performance

The overall performance index score of 58 for the Borough of Queenscliffe represents a significant eight-point decline on the 2023 result. The decline follows a three-year period in which Council experienced and maintained higher ratings. Perceptions of Council's overall performance is now at its lowest level since 2019.

Despite this, the Borough of Queenscliffe's overall performance is rated statistically significantly higher (at the 95% confidence interval) than the average rating for councils in the Small Rural group and State-wide (index scores of 53 and 54 respectively).

- Almost all demographic and geographic cohorts declined significantly in their perceptions of overall performance in the past year. The decline was largest among people aged 35 to 49 years (index score of 53, down 14 points from 2023).

- Average overall performance ratings also declined significantly at the group and State-wide levels, though not to the extent of local declines.

More than two in five people (42%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. This is almost twice as many as those who rate the value for money as 'very poor' or 'poor' (24%). A further 30% rate Council as 'average' in terms of providing value for money.
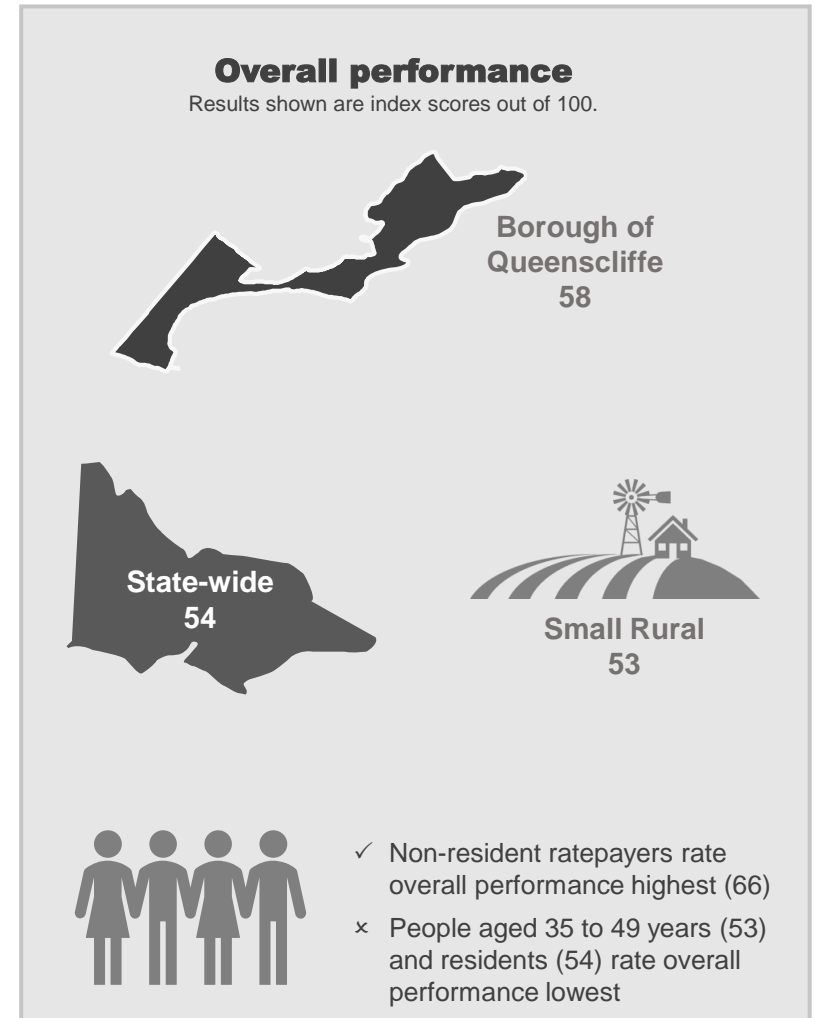
Overall performance
Results shown are index scores out of 100.

Borough of Queenscliffe
58

State-wide
54

Small Rural
53

✓ Non-resident ratepayers rate overall performance highest (66)

✗ People aged 35 to 49 years (53) and residents (54) rate overall performance lowest

Overall performance

2024 overall performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	66 ▲	73	70	67	66	63	64	n/a	n/a	n/a
50-64	63	67	70	61	62	59	60	65	60	64
18-34	59	68	68	81	53	51	67	75	66	67
Women	58	68	70	64	62	58	64	68	65	67
Borough Of Queenscliffe	58	66	67	66	61	58	62	66	63	68
Men	58	64	64	68	59	57	61	64	60	69
65+	57	65	65	64	63	58	62	66	63	71
State-wide	54 ▼	56	59	61	58	60	59	59	59	60
Residents	54	63	66	65	59	56	62	n/a	n/a	n/a
35-49	53	67	74	69	58	62	66	62	62	68
Small Rural	53 ▼	55	58	60	56	58	56	58	57	59

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Borough of Queenscliffe, 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: 19
Note: Please see Appendix A for explanation of significant differences.

Overall performance

2024 overall performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	11	39	28	14	7	1
2023 Borough Of Queenscliffe	14	48	26	8	2	1
2022 Borough Of Queenscliffe	15	48	25	7	3	3
2021 Borough Of Queenscliffe	12	51	24	8	3	2
2020 Borough Of Queenscliffe	11	40	33	9	5	1
2019 Borough Of Queenscliffe	9	36	36	12	6	1
2018 Borough Of Queenscliffe	14	38	33	9	4	1
2017 Borough Of Queenscliffe	16	43	29	6	3	3
2016 Borough Of Queenscliffe	14	40	32	9	4	2
2015 Borough Of Queenscliffe	17	45	32	5		1
State-wide	8	32	36	14	9	1
Small Rural	7	31	37	15	9	1
Residents	9	34	29	17	10	1
Non-resident ratepayer	13	48	27	7	3	2
Men	8	40	31	13	7	
Women	12	37	26	15	8	2
18-34	21	33	15	23	8	
35-49	14	31	25	15	15	
50-64	12	47	24	10	4	3
65+	8	39	33	13	7	1

Legend: ■ 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 Borough of Queenscliffe, 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: 19

Value for money in services and infrastructure

2024 value for money (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	62 ▲	65	63	59	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	58	63	51	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	62	62	60	n/a	n/a	n/a	n/a	n/a	n/a
Borough Of Queenscliffe	55	60	61	59	n/a	n/a	n/a	n/a	n/a	n/a
65+	54	61	60	61	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	57	61	59	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	59	61	65	n/a	n/a	n/a	n/a	n/a	n/a
Residents	51	57	61	60	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	55	66	63	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
Small Rural	47 ▼	49	51	52	n/a	n/a	n/a	n/a	n/a	n/a

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

Value for money in services and infrastructure

2024 value for money (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	8	34	30	16	8	4
2023 Borough Of Queenscliffe	11	35	33	10	5	5
2022 Borough Of Queenscliffe	9	42	28	9	5	7
2021 Borough Of Queenscliffe	12	36	33	11	6	3
State-wide	6	25	33	19	13	4
Small Rural	6	24	33	21	13	3
Residents	8	29	31	19	10	2
Non-resident ratepayer	8	44	26	9	4	9
Men	6	35	30	16	9	5
Women	10	33	29	16	7	4
18-34	9	31	26	15	14	5
35-49	11	26	22	22	15	4
50-64	9	41	28	17	3	3
65+	7	33	32	15	8	5

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

Q3b. How would you rate Borough of Queenscliffe 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: 19

Top performing service areas

With an index score of 79, arts centres and libraries remains Council's highest rated service area for the second consecutive year. Council maintained a significant gain achieved in 2023. Council's rating in this area is now at its highest level in a decade.

- Perceptions of Council's performance in the area of art centres and libraries is consistently high across demographic and geographic subgroups.

- Council performs significantly higher than both the Small Rural group and State-wide averages for councils for its art centres and libraries (index score of 73 each).

Council's next highest rated service areas are elderly support services and waste management (index score of 72 each). Council's rating in the area of elderly services is unchanged from 2023, whereas perceptions of waste management declined by a significant four index points.

- In the case of waste management, perceptions declined most among non-resident ratepayers (index score of 72, down six index points), women (72, down six), and those aged 18 to 34 years (66, down 12). By comparison, perceptions of waste management among residents declined a slight three index points to an index score of 72.
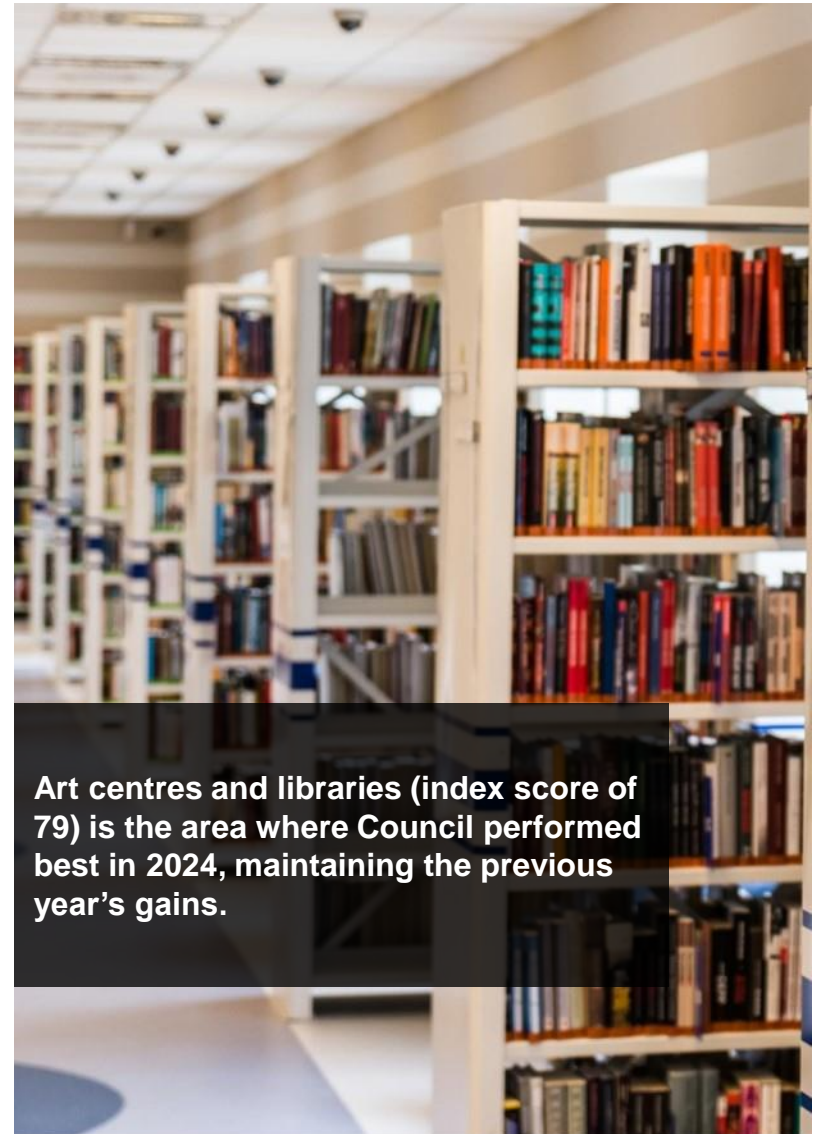
Art centres and libraries (index score of 79) is the area where Council performed best in 2024, maintaining the previous year's gains.

Low performing service areas
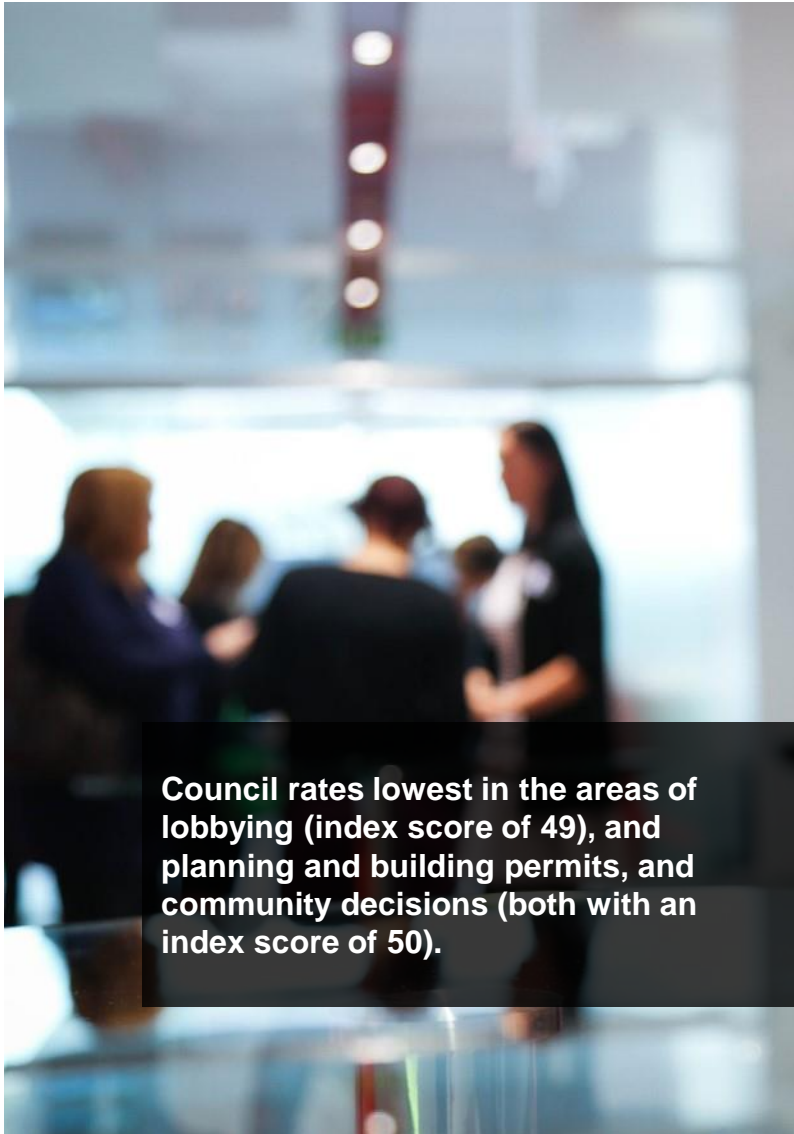
Council rates lowest in the areas of lobbying (index score of 49), and planning and building permits, and community decisions (both with an index score of 50).

Council rates lowest – relative to its performance in other areas – in the areas of lobbying (index score of 49), planning and building permits (50), and community decisions (also 50). In two of these three areas – community decisions (down 10 points) and lobbying (also down 10 points) – perceptions of Council's performance declined significantly from 2023.

Despite these relatively lower scores, Council rates in line with the Small Rural group and the State-wide average for councils in the areas of community decisions and lobbying. It rates significantly higher than both in the area of planning and building permits.

• Non-resident ratepayers rate Council's performance significantly higher than average in each of these service areas.

• In the areas of community decisions and lobbying, significant declines in ratings occurred across most demographic and geographic sub-groups. An exception is evident among those aged 50 to 64 years, where perceptions of Council's lobbying efforts similarly declined but not to the degree experienced elsewhere and only by a slight three index points.

Individual service area performance

2024 individual service area performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Art centres & libraries	79	78	73	73	73	71	73	72	69	71
Elderly support services	72	72	79	76	75	75	75	71	68	72
Waste management	72	76	77	75	73	72	81	81	79	76
Community & cultural	71	75	71	70	73	68	69	72	68	71
Recreational facilities	70	72	74	72	73	70	74	72	72	75
Appearance of public areas	69	73	78	74	74	73	75	80	74	78
Environmental sustainability	67	70	69	67	62	60	66	66	63	64
Family support services	65	68	69	66	70	67	69	67	64	68
Parking facilities	63	64	64	63	64	62	63	63	61	64
Sealed local roads	63	65	65	66	66	65	65	65	65	65
Enforcement of local laws	60	60	62	59	62	59	63	66	61	66
Traffic management	58	64	66	67	64	66	65	66	65	69
Bus/community dev./tourism	57	62	65	61	59	57	62	66	63	67
Informing the community	57	67	67	67	65	57	59	60	63	65
Town planning policy	52	59	59	56	53	53	54	57	55	57
Consultation & engagement	51	63	65	60	59	51	56	58	57	62
Community decisions	50	60	63	59	54	49	53	58	54	62
Planning & building permits	50	53	52	52	47	51	51	53	50	55
Lobbying	49	59	61	57	56	55	58	59	55	63

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.
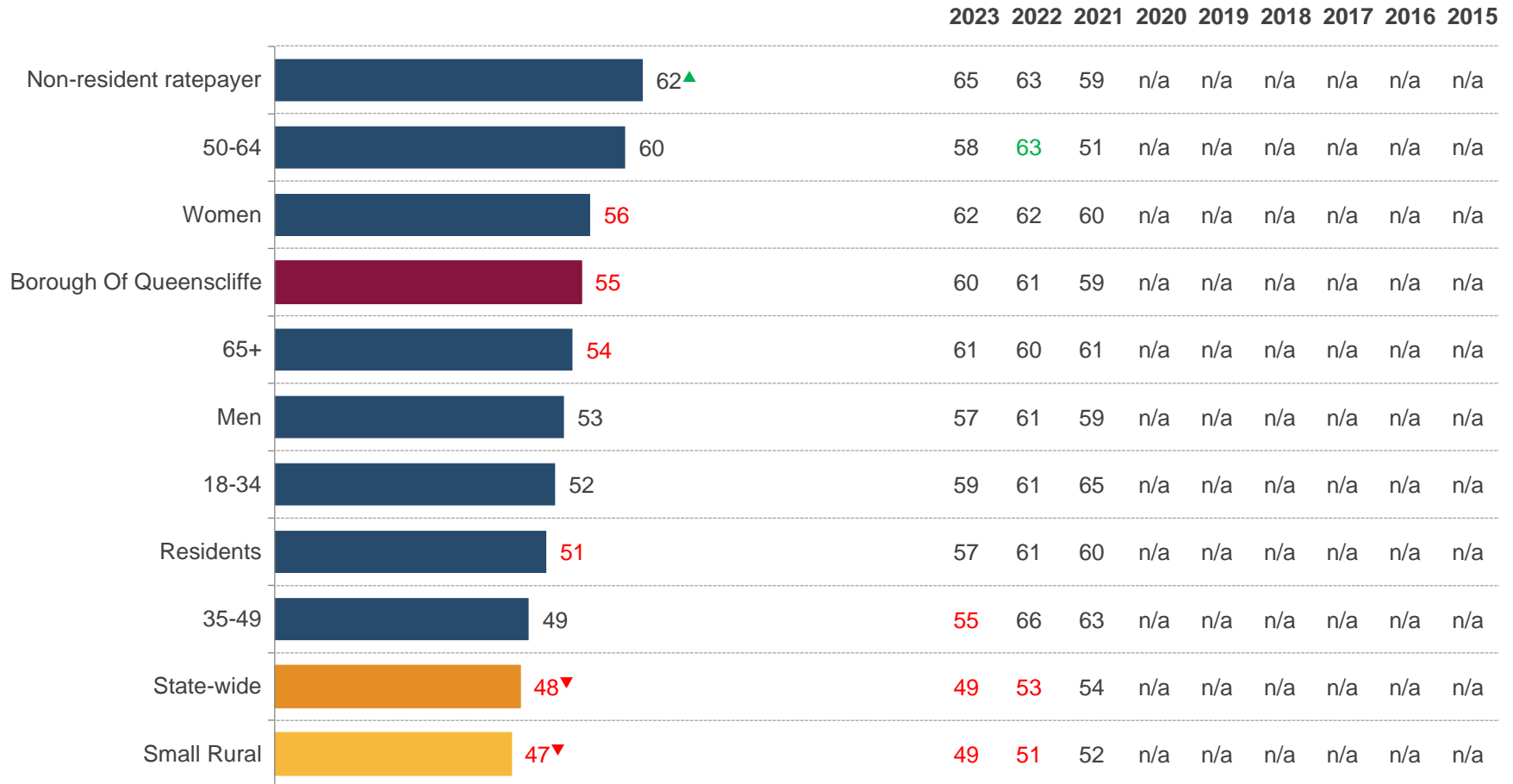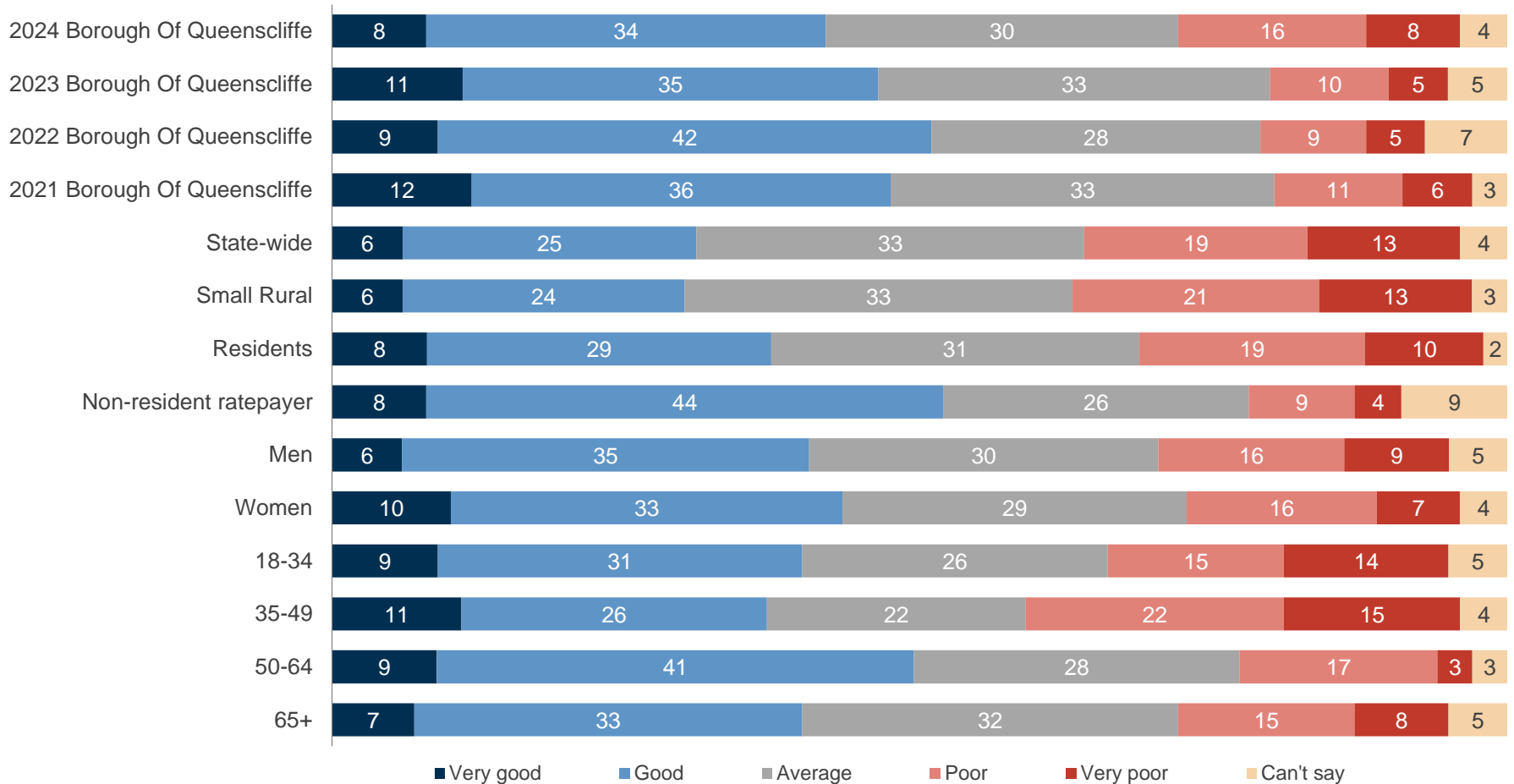
Individual service area performance

2024 individual service area performance (%)

Service area	Very good	Good	Average	Poor	Very poor	Can't say
Art centres & libraries	33	46	9	1	2	9
Elderly support services	15	27	9	2	3	44
Waste management	29	45	13	9	3	1
Community & cultural	24	43	16	6	3	7
Recreational facilities	19	47	24	4	2	4
Appearance of public areas	23	46	18	8	4	1
Environmental sustainability	20	37	22	7	4	9
Family support services	4	22	10	3	2	59
Parking facilities	13	43	27	9	4	4
Sealed local roads	13	43	27	11	4	2
Enforcement of local laws	10	33	25	12	5	16
Traffic management	9	41	26	13	7	4
Bus/community dev./tourism	7	34	28	14	5	13
Informing the community	10	39	22	14	9	6
Town planning policy	5	27	26	16	7	18
Consultation & engagement	8	30	22	19	13	8
Community decisions	7	29	28	14	14	8
Planning & building permits	4	21	25	13	8	30
Lobbying	4	22	23	15	9	26

■ 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: 19

Influences on perceptions of overall performance

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

• Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. Council is currently rated 'average' in this area (index score of 50).

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

• Community consultation and engagement

• Informing the community

• The appearance of public areas

• Town planning

• Recreational planning

• Traffic management

• Environmental sustainability

• Family support services.

Looking at these key service areas only, recreational facilities and the appearance of public areas have high performance index scores (70 and 69 respectively), and Council also performs well on environmental sustainability and family support services (index scores of 67 and 65 respectively). All have a moderate influence on Council's overall performance rating.

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

Council performs less well on the stronger influence of community consultation and moderate influence of town planning, with both rated just above average (index scores of 51 and 52 respectively).

Ensuring residents feel heard on key local issues and Council activities, particularly around planning, can also help to shore up positive 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)
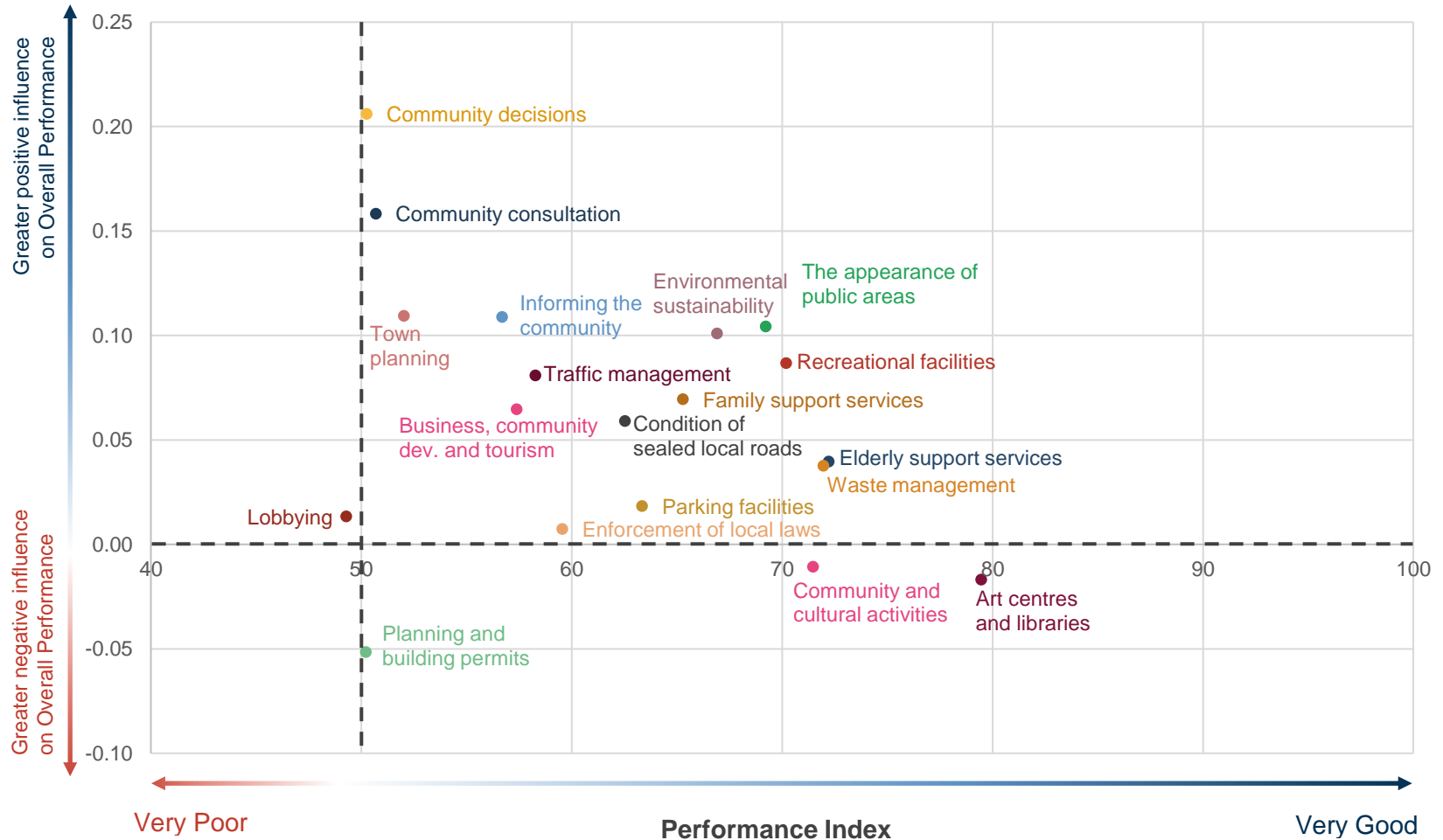
The multiple regression analysis model above (all service areas) has an R² value of 0.728 and adjusted R² value of 0.714, which means that 71% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 53.47. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.

Influence on overall performance: key service areas

2024 regression analysis (key service areas)

The chart plots service areas by Performance Index (x-axis, 40 to 100, "Very Poor" to "Very Good") against influence on Overall Performance (y-axis, -0.10 to 0.25; "Greater positive influence on Overall Performance" above zero, "Greater negative influence on Overall Performance" below zero).

Plotted points:
- Community decisions (~50, 0.23)
- Community consultation (~51, 0.168)
- Informing the community (~56, 0.133)
- Town planning (~52, 0.112)
- Traffic management (~58, 0.105)
- The appearance of public areas (~69, 0.118)
- Recreational facilities (~70, 0.108)
- Family support services (~65, 0.089)
- Environmental sustainability (~67, 0.092)

Callout (orange, top): Attend to this area as Council performance rated 'average' and improvements will have a *stronger* influence on the overall rating.

Callout (dark blue, right): 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.

Callout (yellow, bottom): Focus on these areas satisfactorily to ensure negative perceptions do not have an overly negative impact on overall ratings. Changes on consultation will have a stronger influence on the overall rating.

x-axis label: **Performance Index**

The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.719 and adjusted R² value of 0.713, which means that 71% 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 = 111.10.

Best things about Council and areas for improvement

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

Category	Value
Location	20
Environmental	9
Development	9
Customer Service	8
Community Engagement/Involvement/Consultation/Communication/Approachable	8
Small/Independent	7
The Community/Community Feeling/Neighbourhood	7
Beach/ Foreshore/ Waterfront/ Lake/ River/ Creek/ Port/ Canal	7
Waste Management/Hard Waste & Tip	5
Recreational/Sporting Facilities	4
Generally Good - Overall/No Complaints	4

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

Category	Value
Community Consultation	13
Informing the Community	8
Traffic Management	7
Environmental Issues	6
Financial Management	6
Council Management	6
Decision Making Processes	6
Business Development	5
Waste Management	5
Beach/Foreshore/Creeks/Rivers/Lakes	5
Nothing	13
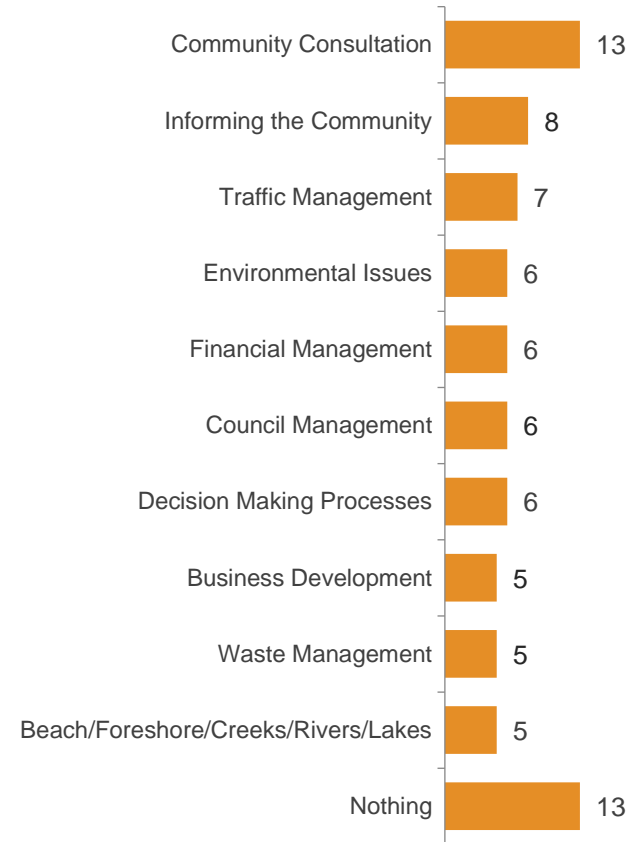
Q16. Please tell me what is the ONE BEST thing about Borough of Queenscliffe? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8
Q17. What does Borough of Queenscliffe MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14
A verbatim listing of responses to these questions can be found in the accompanying dashboard.

Customer service

Contact with council and customer service

Contact with council

Seven in ten people (72%) had contact with Council in the previous 12 months. Rate of contact is in line with 2023 (69%) but has crept upwards steadily over the past two years from 65% in 2022.

Generational differences exist in rates of contact with Council. People aged 18 to 34 years are less likely to have had contact with Council (61%) than those aged 35 to 49 years (78%), 50 to 64 years (74%) or 65+ years (72%).

Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 33% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 71 is in line with the 2023 result. With the exception of 2022, when Council's customer service rating reached a high of 78 index points, customer service ratings have been consistent for most of the past decade. Customer service is rated significantly higher than the State-wide and Small Rural group averages (index scores of 67 and 66 respectively).

Seven in ten residents (68%) provide a positive customer service rating of 'very good' or 'good'.

- Non-resident ratepayers (index score of 77) rate customer service significantly higher than the Council average. Residents (index score of 69) rate customer service in line with the average. Residents had higher rates of contact with Council this past year than non-resident ratepayers (76% and 64% respectively).

Contact with council

2024 contact with council (%)
Have had contact
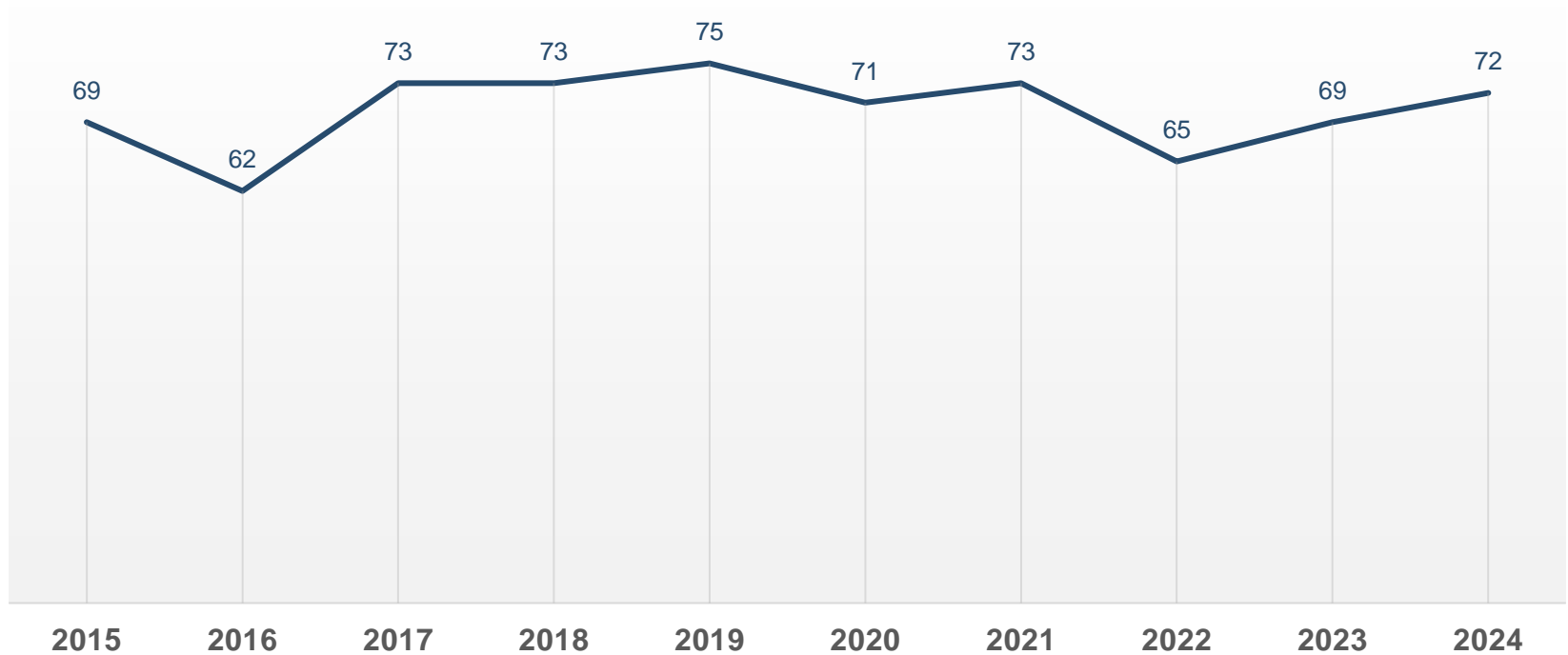
Q5. Over the last 12 months, have you or any member of your household had any contact with Borough of Queenscliffe?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or
social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 15

Contact with council
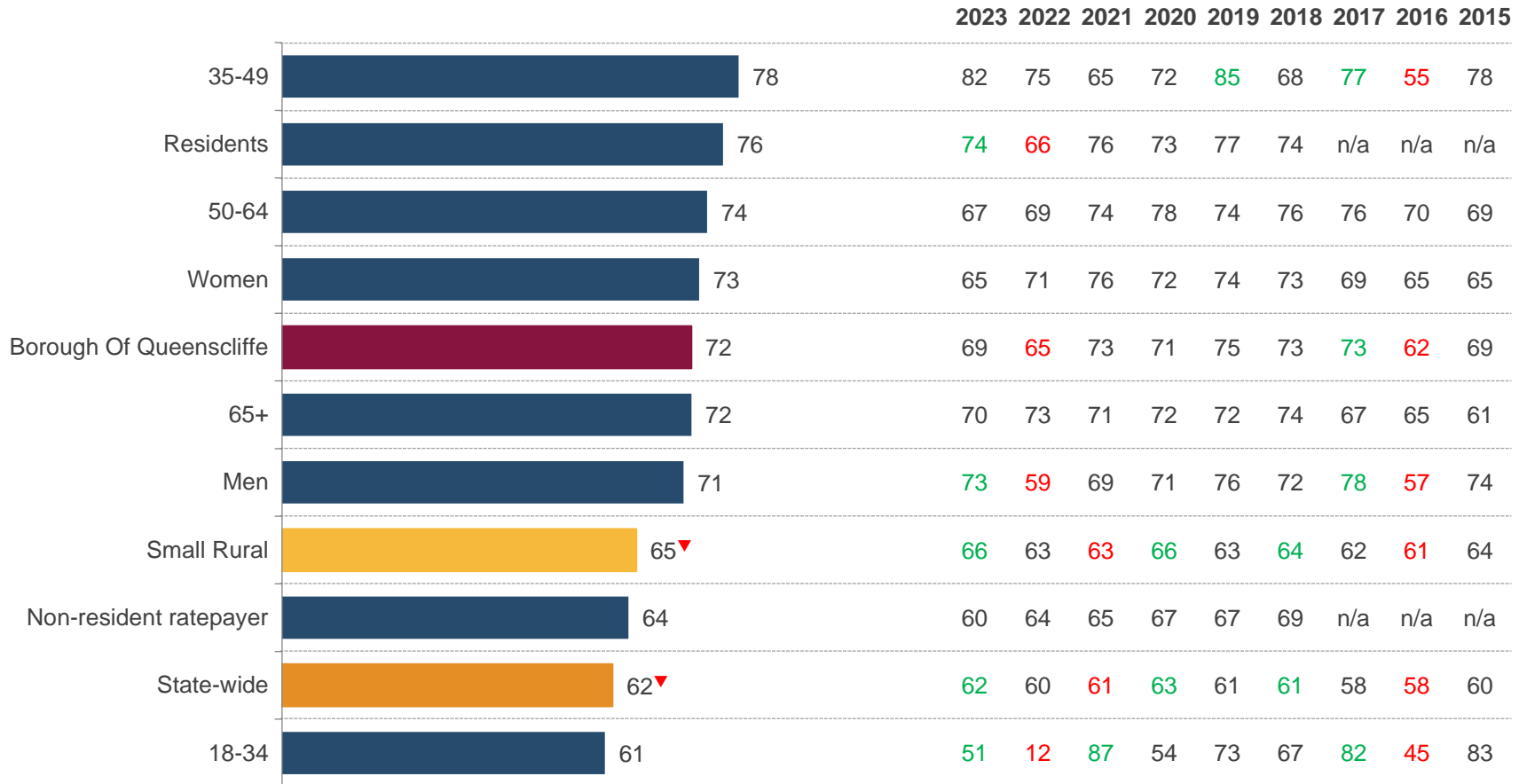
2024 contact with council (%)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	78	82	75	65	72	85	68	77	55	78
Residents	76	74	66	76	73	77	74	n/a	n/a	n/a
50-64	74	67	69	74	78	74	76	76	70	69
Women	73	65	71	76	72	74	73	69	65	65
Borough Of Queenscliffe	72	69	65	73	71	75	73	73	62	69
65+	72	70	73	71	72	72	74	67	65	61
Men	71	73	59	69	71	76	72	78	57	74
Small Rural	65 ▼	66	63	63	66	63	64	62	61	64
Non-resident ratepayer	64	60	64	65	67	67	69	n/a	n/a	n/a
State-wide	62 ▼	62	60	61	63	61	61	58	58	60
18-34	61	51	12	87	54	73	67	82	45	83

Q5. Over the last 12 months, have you or any member of your household had any contact with Borough of Queenscliffe? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 36 Councils asked group: 15
Note: Please see Appendix A for explanation of significant differences.

Customer service rating

2024 customer service rating (index scores)

	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34 — 80*	79	75	78	62	69	69	61	73	75
Non-resident ratepayer — 77▲	76	84	71	72	74	72	n/a	n/a	n/a
50-64 — 76	75	82	66	74	75	67	71	68	67
Women — 72	75	82	74	76	73	73	75	75	74
35-49 — 71	76	84	77	67	77	78	73	77	73
Borough Of Queenscliffe — 71	73	78	72	72	73	74	71	71	72
Men — 70	71	72	70	67	73	75	66	65	70
Residents — 69	72	76	72	72	73	75	n/a	n/a	n/a
65+ — 68	71	75	72	74	73	77	74	70	74
State-wide — 67▼	67	68	70	70	71	70	69	69	70
Small Rural — 66▼	65	67	69	70	70	69	69	69	70

Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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: 19
Note: Please see Appendix A for explanation of significant differences.
*Caution: small sample size < n=30

Customer service rating
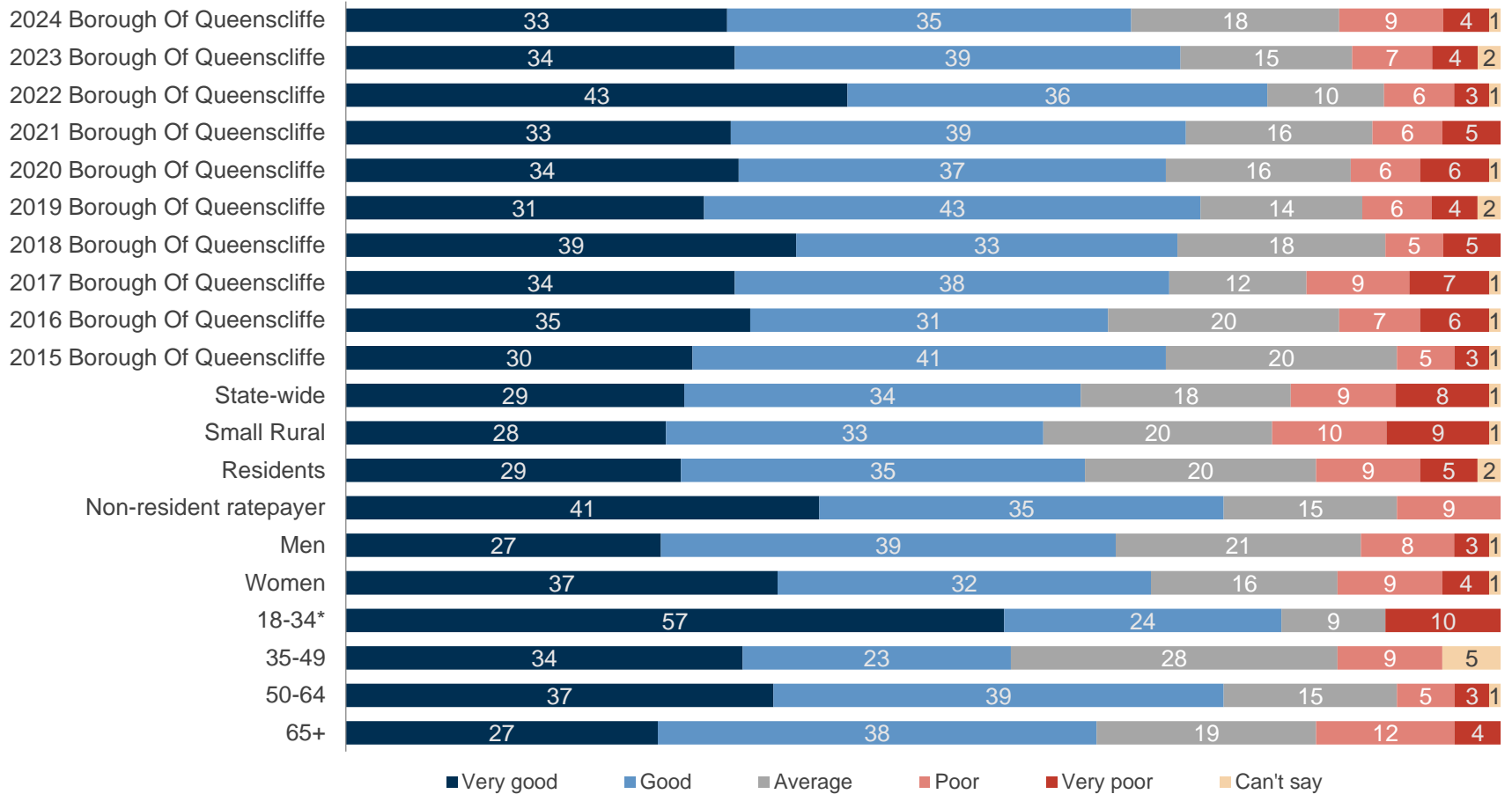
2024 customer service rating (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	33	35	18	9	4	1
2023 Borough Of Queenscliffe	34	39	15	7	4	2
2022 Borough Of Queenscliffe	43	36	10	6	3	1
2021 Borough Of Queenscliffe	33	39	16	6	5	
2020 Borough Of Queenscliffe	34	37	16	6	6	1
2019 Borough Of Queenscliffe	31	43	14	6	4	2
2018 Borough Of Queenscliffe	39	33	18	5	5	
2017 Borough Of Queenscliffe	34	38	12	9	7	1
2016 Borough Of Queenscliffe	35	31	20	7	6	1
2015 Borough Of Queenscliffe	30	41	20	5	3	1
State-wide	29	34	18	9	8	1
Small Rural	28	33	20	10	9	1
Residents	29	35	20	9	5	2
Non-resident ratepayer	41	35	15	9		
Men	27	39	21	8	3	1
Women	37	32	16	9	4	1
18-34*	57	24	9		10	
35-49	34	23	28	9		5
50-64	37	39	15	5	3	1
65+	27	38	19	12	4	

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

Q5c. Thinking of the most recent contact, how would you rate Borough of Queenscliffe 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: 19
*Caution: small sample size < n=30

Communication

Communication

Council newsletters sent via email (57%) are by far the most preferred form of communication for news and information and upcoming events in the Borough of Queenscliffe. An emailed newsletter has been the preferred form of communication since 2017. Over time, preference for Council newsletters sent via email has steadily and consistently increased (from 30% in 2015), while preference for newsletters sent via mail has been on a steady decline (now at 16%, down from 41% in 2015).

- Newsletters sent via email are preferred by a majority of people under 50 years (54%). Desire for an emailed newsletter started at 17% among this audience in 2015. Newsletters sent via mail (13%) and social media updates (12%) comprise a distant second in terms of preference. Demand for social media updates has halved since 2022.

- For people 50 years and over, newsletters via email are also the preferred form of communication from Council (58%). Emailed newsletters continue to grow in preference among this cohort (up eight percentage points from 2023). Conversely, demand for a newsletter sent via mail continues to decline over time, dropping to 17% from 23% in 2023.

Best form of communication

2024 best form of communication (%)
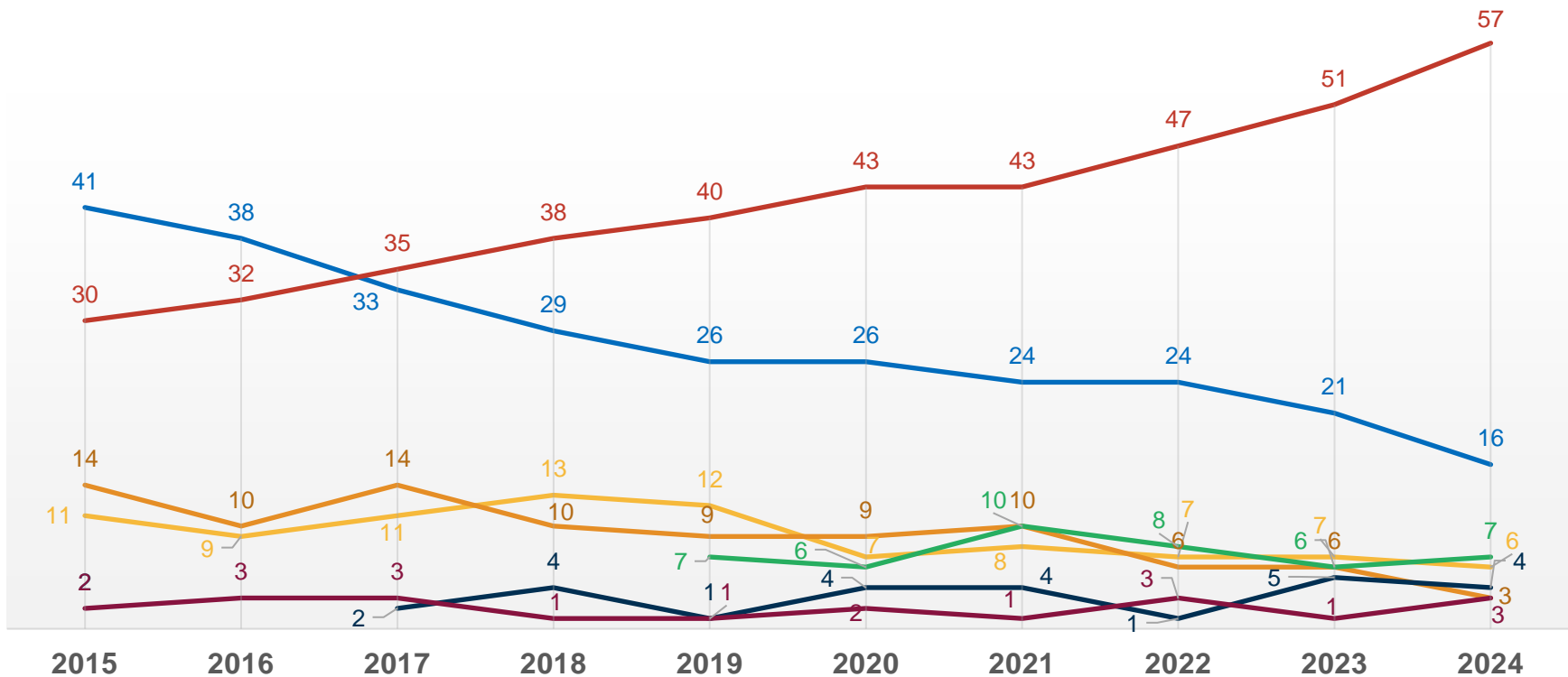
Advertising in a Local Newspaper · Council Newsletter via Mail · Council Newsletter via Email · Council Newsletter as Local Paper Insert · Council Website · Text Message · Social Media

Q13. If Borough of Queenscliffe 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: 11
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**
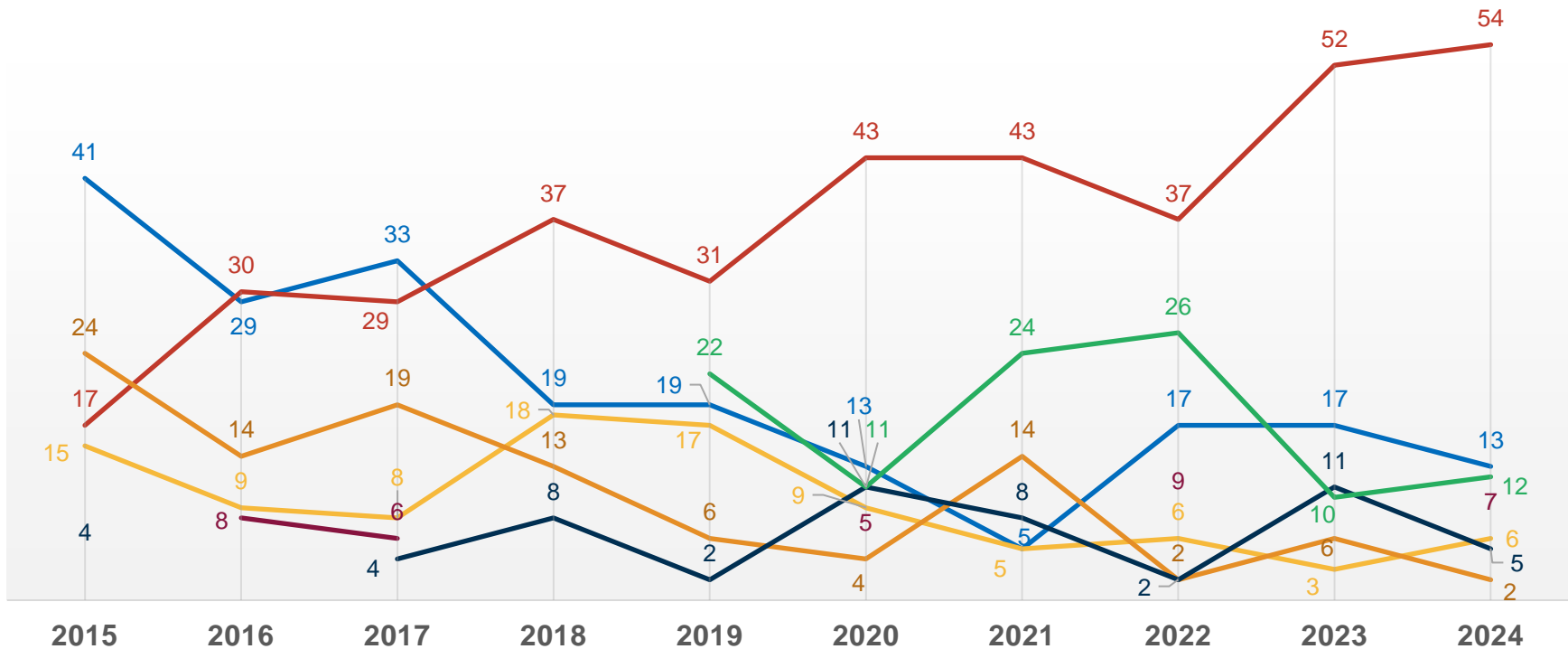
Q13. If Borough of Queenscliffe was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged under 50. Councils asked State-wide: 38 Councils asked group: 11
Note: '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
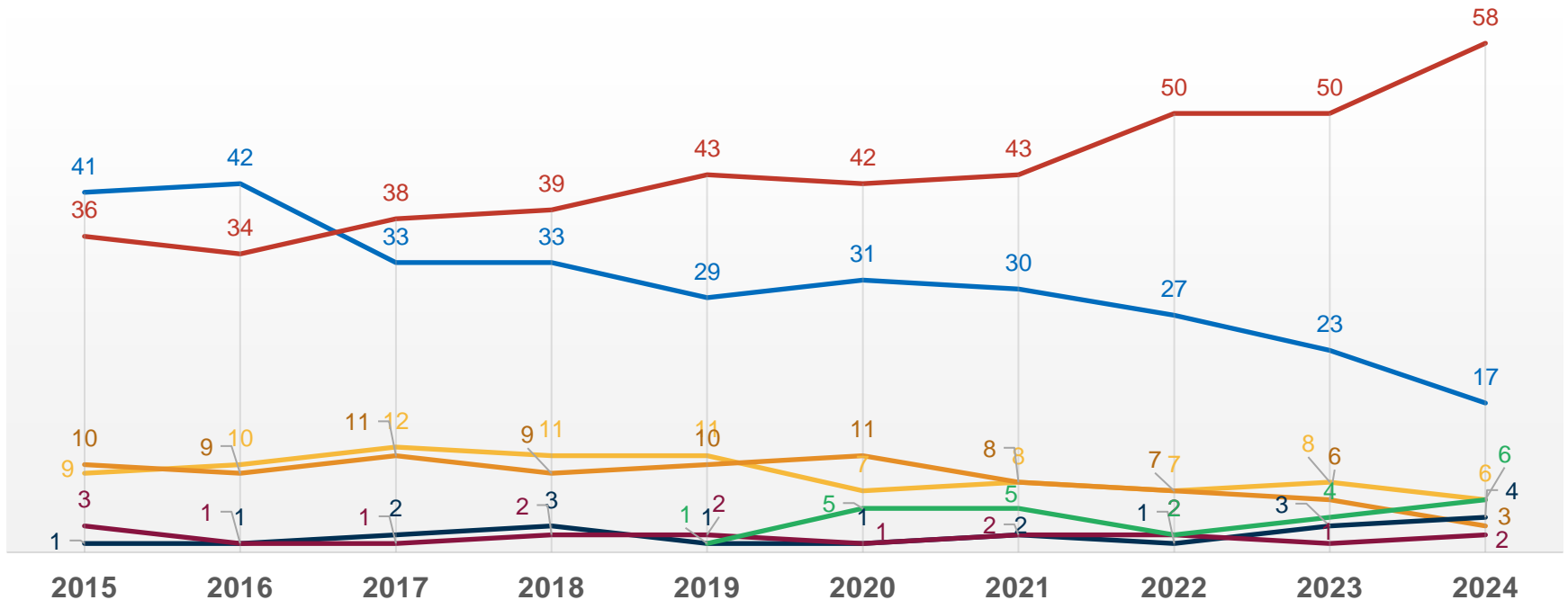
Q13. If Borough of Queenscliffe was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged 50+ years. Councils asked State-wide: 38 Councils asked group: 11
Note: 'Social Media' was included in 2019.

Council direction

Council direction

Perceptions of the direction of Council's overall performance continues to decline, dropping another 11 index points to a score of 44. This is in addition to a six-point drop experienced in 2023.

- Ratings of Council's overall direction declined significantly across almost all demographic and geographic subgroups.

Perceptions of Council's overall direction are now in line with (rather than significantly higher than) the Small Rural group and the State-wide average for councils (index scores of 44 and 45 respectively). Both the group and State-wide averages have declined significantly for three consecutive years.

- The most satisfied with overall council direction are non-resident ratepayers (index score of 46).

- The least satisfied with overall council direction are those aged 35 to 49 years (index score of 37), 33% of whom believe the direction of Council's overall performance deteriorated over the previous 12 months.

A majority (54%) describe the direction of Council's performance as having 'stayed the same' in the last 12 months. Another 15% believe the direction improved (down seven percentage points from 2023). Almost twice as many (27%) believe the direction deteriorated. Negative perceptions doubled from last year (13%).
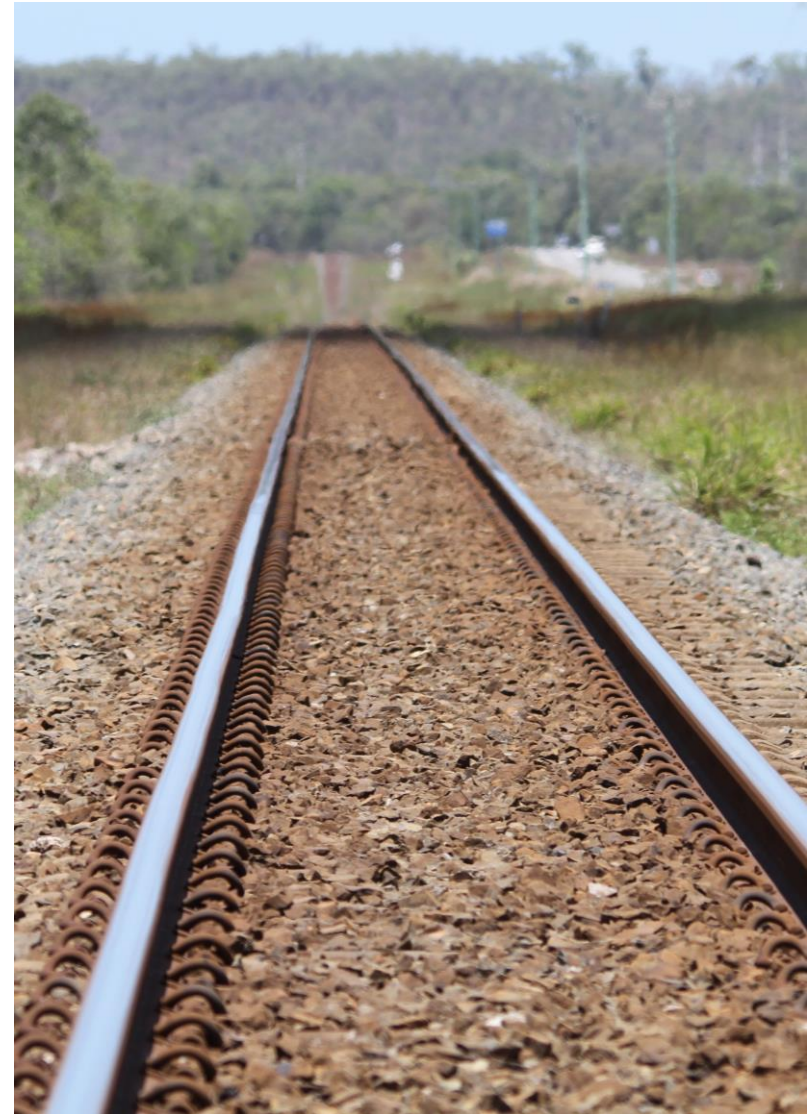
Overall council direction last 12 months

2024 overall council direction (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	46	60	59	55	61	50	55	n/a	n/a	n/a
65+	46	55	60	56	62	44	49	58	50	58
18-34	45	56	60	62	75	49	55	55	54	50
Women	45	57	62	53	67	44	52	55	53	58
State-wide	45	46	50	53	51	53	52	53	51	53
Borough Of Queenscliffe	44	55	61	56	63	45	49	56	51	58
Small Rural	44	47	51	53	50	53	50	52	50	53
Residents	43	52	61	56	64	44	48	n/a	n/a	n/a
Men	43	51	59	58	58	46	46	56	49	57
50-64	42	52	65	54	62	46	48	54	50	58
35-49	37	52	58	51	60	43	52	53	53	65

Q6. Over the last 12 months, what is your view of the direction of Borough of Queenscliffe's overall performance?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Overall council direction last 12 months

2024 overall council direction (%)

	Improved	Stayed the same	Deteriorated	Can't say
2024 Borough Of Queenscliffe	15	54	27	4
2023 Borough Of Queenscliffe	22	61	13	4
2022 Borough Of Queenscliffe	28	55	8	9
2021 Borough Of Queenscliffe	21	64	10	5
2020 Borough Of Queenscliffe	32	57	7	5
2019 Borough Of Queenscliffe	12	62	22	4
2018 Borough Of Queenscliffe	17	59	18	5
2017 Borough Of Queenscliffe	22	60	12	6
2016 Borough Of Queenscliffe	18	61	16	5
2015 Borough Of Queenscliffe	25	63	9	3
State-wide	12	60	23	5
Small Rural	13	59	25	3
Residents	17	50	31	2
Non-resident ratepayer	11	63	18	7
Men	13	55	28	4
Women	17	53	26	4
18-34	22	41	32	5
35-49	7	60	33	
50-64	9	64	23	3
65+	18	52	26	4

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

Q6. Over the last 12 months, what is your view of the direction of Borough of Queenscliffe's overall performance?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

Rates / services trade-off

2024 rates / services trade-off (%)

	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2024 Borough Of Queenscliffe	9	19	25	29	19
2023 Borough Of Queenscliffe	9	24	20	25	23
2022 Borough Of Queenscliffe	10	25	20	23	22
2021 Borough Of Queenscliffe	11	22	17	27	22
2020 Borough Of Queenscliffe	11	25	24	22	19
2019 Borough Of Queenscliffe	11	24	21	28	17
2018 Borough Of Queenscliffe	10	31	26	18	15
2017 Borough Of Queenscliffe	17	22	18	28	16
2016 Borough Of Queenscliffe	12	22	18	24	24
2015 Borough Of Queenscliffe	19	24	24	19	15
State-wide	6	18	23	29	23
Small Rural	7	18	23	29	23
Residents	7	20	22	28	22
Non-resident ratepayer	12	15	29	29	13
Men	9	14	26	33	18
Women	9	23	24	25	20
18-34		18	28	39	15
35-49		19	27	37	18
50-64	14	17	24	30	15
65+	11	20	24	24	21

Legend:
- ■ Definitely prefer rate rise
- ■ Probably prefer rate rise
- ■ Probably prefer service cuts
- ■ Definitely prefer service cuts
- ■ Can't say

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

Individual service areas

Community consultation and engagement performance

2024 consultation and engagement performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	59 ▲	69	69	62	66	61	60	n/a	n/a	n/a
50-64	54	62	66	58	60	54	58	58	52	59
65+	51	62	62	56	60	52	54	59	57	64
Women	51	64	67	59	59	50	55	58	59	61
Small Rural	51	53	54	56	54	56	54	55	55	56
State-wide	51	52	54	56	55	56	55	55	54	56
Borough Of Queenscliffe	51	63	65	60	59	51	56	58	57	62
Men	50	61	62	61	60	54	57	59	54	63
18-34	49	65	69	75	59	43	48	59	54	55
Residents	47	60	63	59	56	49	55	n/a	n/a	n/a
35-49	44	65	72	64	57	52	63	58	68	64

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: 19
Note: Please see Appendix A for explanation of significant differences.

Community consultation and engagement performance

2024 consultation and engagement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	8	30	22	19	13	8
2023 Borough Of Queenscliffe	16	34	26	11	4	9
2022 Borough Of Queenscliffe	16	39	24	10	3	9
2021 Borough Of Queenscliffe	11	39	26	13	6	6
2020 Borough Of Queenscliffe	12	39	21	10	10	8
2019 Borough Of Queenscliffe	9	28	28	18	12	6
2018 Borough Of Queenscliffe	11	29	30	15	7	8
2017 Borough Of Queenscliffe	11	35	28	12	7	6
2016 Borough Of Queenscliffe	10	32	31	16	5	7
2015 Borough Of Queenscliffe	12	37	31	10	4	7
State-wide	7	26	31	17	10	8
Small Rural	7	27	31	17	10	6
Residents	7	29	22	21	16	5
Non-resident ratepayer	11	33	21	14	6	15
Men	7	31	23	21	12	5
Women	9	29	20	17	14	11
18-34	3	45	15	9	22	6
35-49	14	19	11	25	23	8
50-64	8	36	22	20	8	7
65+	8	28	25	19	11	9

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

Lobbying on behalf of the community performance

2024 lobbying performance (index scores)

	2024		2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	58 ▲		67	59	59	59	57	56	n/a	n/a	n/a
50-64	54		57	61	53	56	51	53	59	49	57
Men	50		58	59	58	56	55	58	59	52	64
Small Rural	50		52	54	55	52	55	53	55	54	56
65+	50		58	59	57	57	55	58	59	56	65
State-wide	50		51	53	55	53	54	54	54	53	55
Borough Of Queenscliffe	49		59	61	57	56	55	58	59	55	63
Women	48		59	62	57	55	55	58	58	56	62
18-34	48		61	68	70	53	47	68	62	54	64
Residents	46		56	61	57	55	54	58	n/a	n/a	n/a
35-49	42		63	64	56	53	66	57	53	57	64

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.

Lobbying on behalf of the community performance

2024 lobbying performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	4	22	23	15	9	26
2023 Borough Of Queenscliffe	5	27	24	8	3	33
2022 Borough Of Queenscliffe	7	29	24	8	2	30
2021 Borough Of Queenscliffe	8	23	26	10	4	30
2020 Borough Of Queenscliffe	7	26	26	10	7	24
2019 Borough Of Queenscliffe	8	25	28	14	6	20
2018 Borough Of Queenscliffe	7	25	32	7	4	24
2017 Borough Of Queenscliffe	8	28	28	11	3	23
2016 Borough Of Queenscliffe	4	25	29	14	3	25
2015 Borough Of Queenscliffe	10	32	27	7	2	22
State-wide	4	21	31	15	8	20
Small Rural	5	23	30	15	8	18
Residents	5	22	24	17	14	18
Non-resident ratepayer	4	23	21	10	1	41
Men	2	25	24	15	7	27
Women	6	20	22	14	12	25
18-34	6	34	12	22	15	12
35-49	7	15	22	18	19	18
50-64	4	26	28	10	6	26
65+	4	21	23	14	7	30

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

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 46 Councils asked group: 14

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
Non-resident ratepayer	61 ▲	68	65	60	60	53	53	n/a	n/a	n/a
50-64	55	63	65	55	55	50	52	56	48	56
Women	51	63	66	57	54	48	54	59	56	61
Borough Of Queenscliffe	50	60	63	59	54	49	53	58	54	62
65+	50	58	60	54	54	47	51	59	54	61
State-wide	50	51	54	56	53	55	54	54	54	55
Small Rural	50	52	54	56	53	55	52	55	53	56
18-34	49	62	70	75	51	49	63	61	54	73
Men	49	57	60	60	54	50	51	55	50	63
Residents	45 ▼	57	62	58	51	48	53	n/a	n/a	n/a
35-49	45	66	66	66	53	54	54	52	60	63

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
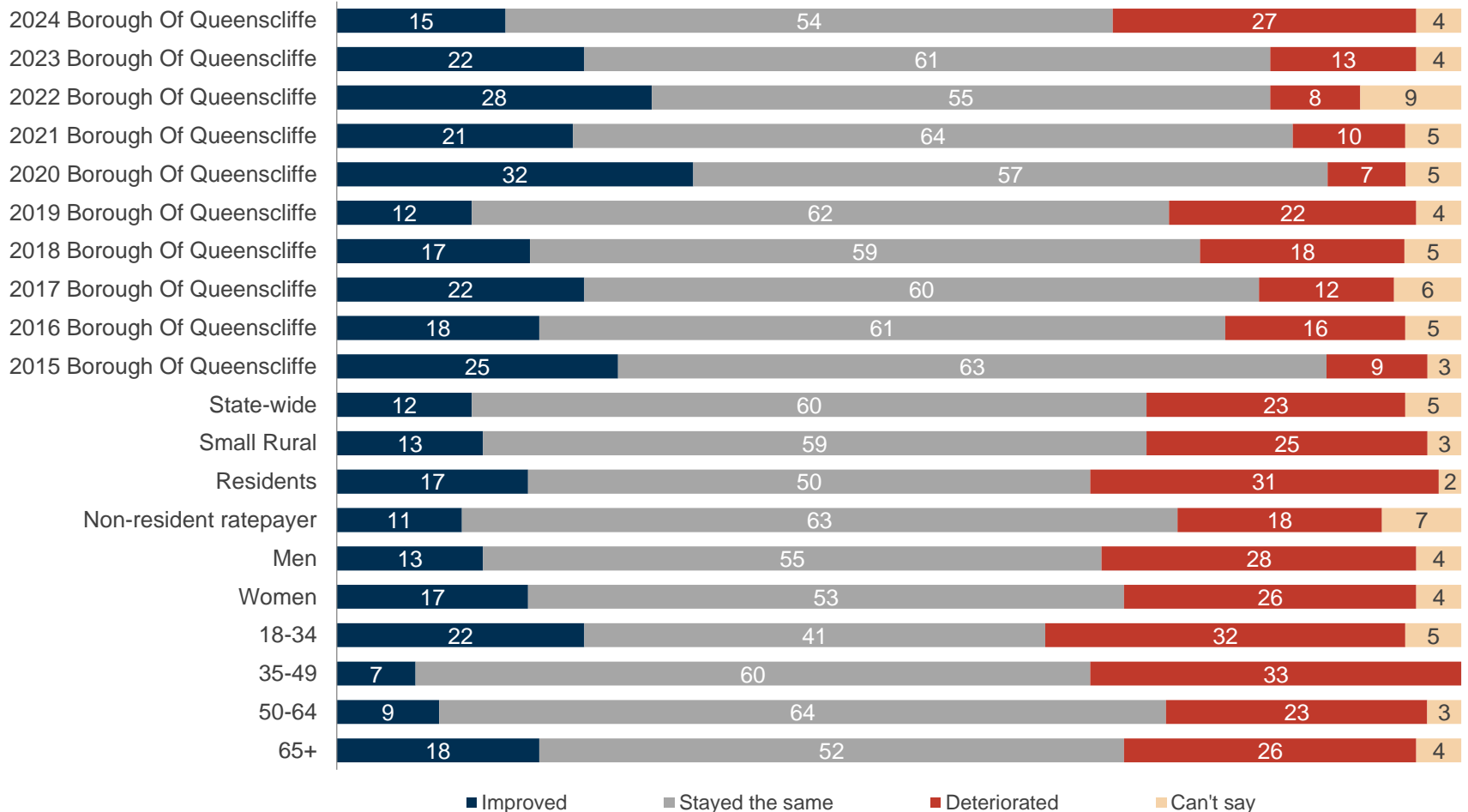Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

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 Borough Of Queenscliffe	7	29	28	14	14	8
2023 Borough Of Queenscliffe	10	35	31	12	3	10
2022 Borough Of Queenscliffe	11	39	25	10	3	11
2021 Borough Of Queenscliffe	7	40	27	14	4	8
2020 Borough Of Queenscliffe	9	29	30	16	8	8
2019 Borough Of Queenscliffe	5	22	37	18	9	9
2018 Borough Of Queenscliffe	8	27	32	15	10	8
2017 Borough Of Queenscliffe	9	31	35	11	5	10
2016 Borough Of Queenscliffe	6	28	36	11	8	11
2015 Borough Of Queenscliffe	14	34	30	9	4	8
State-wide	6	26	33	17	11	9
Small Rural	6	26	33	18	11	7
Residents	6	23	32	15	19	5
Non-resident ratepayer	8	41	21	12	3	15
Men	6	32	27	14	16	5
Women	8	26	29	14	12	11
18-34	6	39	23	3	25	3
35-49	7	23	26	18	19	8
50-64	9	35	23	16	9	7
65+	6	27	31	14	13	9

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: 19

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
Non-resident ratepayer	72 ▲	72	71	68	73	69	68	n/a	n/a	n/a
35-49	66	70	69	71	72	66	64	63	66	71
50-64	66	65	70	63	69	65	65	69	65	65
18-34	65	72	66	75	58	69	71	72	67	56
Men	64	63	64	67	66	65	66	62	62	67
Borough Of Queenscliffe	63	65	65	66	66	65	65	65	65	65
Women	61	66	66	64	65	65	64	68	68	63
65+	60	63	62	63	64	63	64	62	65	64
Residents	58 ▼	61	63	65	63	64	64	n/a	n/a	n/a
State-wide	45 ▼	48	53	57	54	56	53	53	54	55
Small Rural	41 ▼	44	50	53	51	53	49	50	52	52

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: 19
Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance

JWS

2024 sealed local roads performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	13	43	27	11	4	2
2023 Borough Of Queenscliffe	13	48	27	8	3	1
2022 Borough Of Queenscliffe	10	55	23	8	3	1
2021 Borough Of Queenscliffe	14	47	24	11	2	2
2020 Borough Of Queenscliffe	11	52	27	7	2	2
2019 Borough Of Queenscliffe	14	44	31	7	3	1
2018 Borough Of Queenscliffe	18	37	32	10	2	1
2017 Borough Of Queenscliffe	19	42	24	9	5	1
2016 Borough Of Queenscliffe	15	43	28	9	2	2
2015 Borough Of Queenscliffe	14	45	29	8	4	
State-wide	8	24	27	20	19	1
Small Rural	5	21	28	23	21	1
Residents	10	40	28	15	6	1
Non-resident ratepayer	18	50	25	3		4
Men	13	49	21	12	3	2
Women	13	38	31	11	5	2
18-34	14	53	18	8	6	
35-49	18	40	23	15		4
50-64	16	42	30	5	4	3
65+	10	42	28	13	5	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: 19

Informing the community performance

2024 informing community performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	65 ▲	75	72	72	72	67	64	n/a	n/a	n/a
50-64	60	68	71	66	67	62	56	59	59	63
Women	57	69	70	65	65	56	60	62	65	66
Borough Of Queenscliffe	57	67	67	67	65	57	59	60	63	65
State-wide	56	57	59	60	59	60	59	59	59	61
Men	56	65	65	68	66	58	59	58	60	63
65+	56	67	65	63	68	56	60	64	63	68
Small Rural	56	58	59	61	58	58	56	58	58	60
35-49	55	66	73	72	60	61	64	60	66	66
18-34	54	68	69	75	55	46	58	52	64	56
Residents	53	64	65	65	63	54	58	n/a	n/a	n/a

Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10
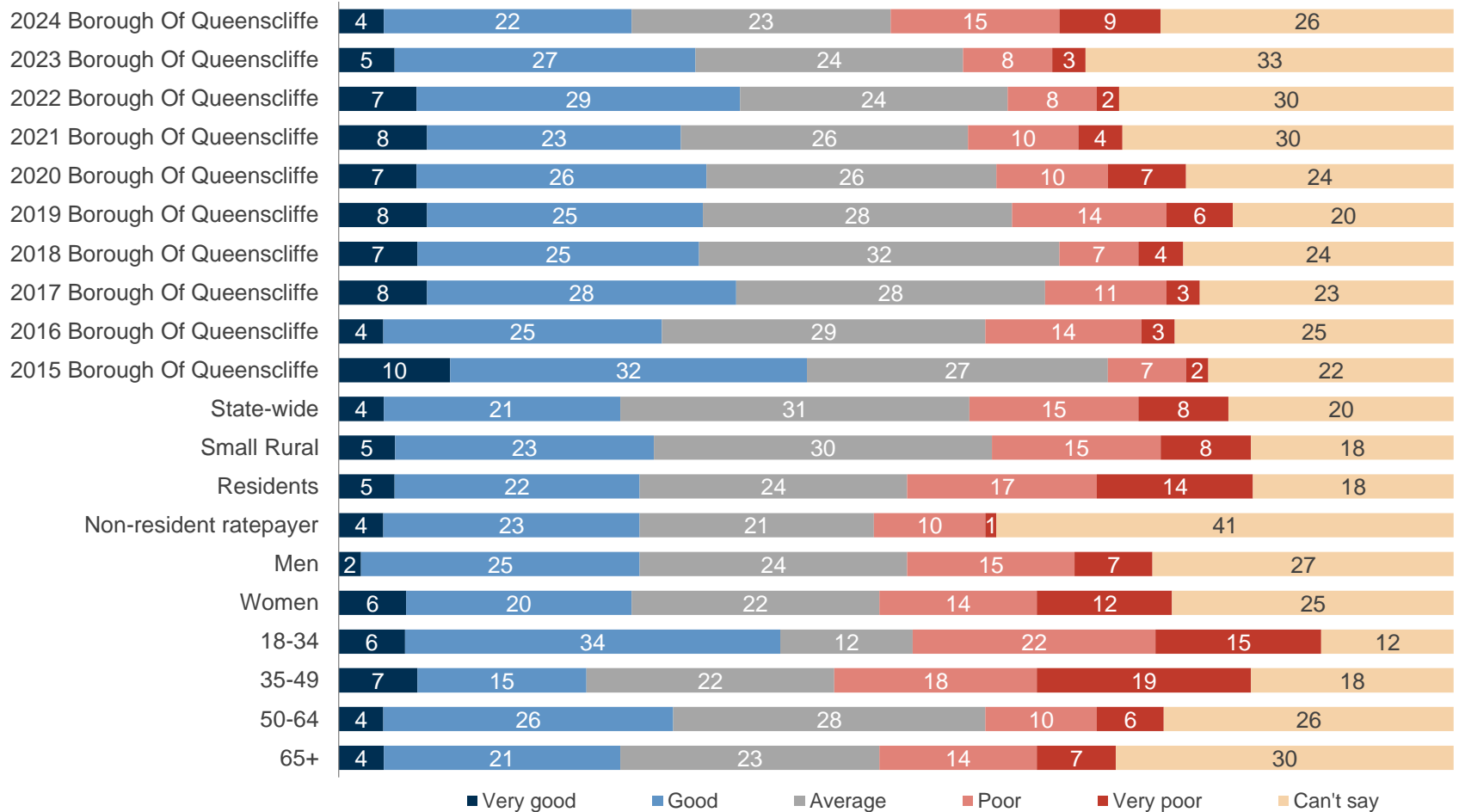*Note: Please see Appendix A for explanation of significant differences.*

Informing the community performance

2024 informing community performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	10	39	22	14	9	6
2023 Borough Of Queenscliffe	20	42	23	9	2	3
2022 Borough Of Queenscliffe	20	41	23	8	3	5
2021 Borough Of Queenscliffe	15	50	21	8	4	1
2020 Borough Of Queenscliffe	19	41	24	9	5	3
2019 Borough Of Queenscliffe	14	30	31	15	8	1
2018 Borough Of Queenscliffe	14	34	35	10	7	1
2017 Borough Of Queenscliffe	15	36	27	13	6	3
2016 Borough Of Queenscliffe	14	41	27	9	5	4
2015 Borough Of Queenscliffe	16	40	31	9	2	2
State-wide	10	33	32	15	7	3
Small Rural	9	34	30	16	7	3
Residents	8	35	24	17	11	5
Non-resident ratepayer	13	47	18	9	5	8
Men	9	36	29	13	8	4
Women	10	42	16	15	10	7
18-34	9	45	15	17	15	
35-49	14	34	21	19	11	
50-64	7	49	21	10	7	6
65+	10	35	24	14	9	8

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

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

Traffic management performance

2024 traffic management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	63 ▲	70	69	68	68	69	68	n/a	n/a	n/a
35-49	61	60	70	76	57	72	70	64	65	69
Women	60	65	68	65	64	68	66	69	68	69
50-64	59	69	71	62	66	65	66	68	66	67
65+	59	63	62	63	65	66	65	66	66	70
Borough Of Queenscliffe	58	64	66	67	64	66	65	66	65	69
Small Rural	58	64	66	67	64	66	65	67	65	67
Men	57	62	62	68	63	63	64	63	62	70
Residents	56	61	64	66	62	64	64	n/a	n/a	n/a
State-wide	53 ▼	55	58	59	58	58	57	59	59	60
18-34	51	65	68	78	60	58	54	65	64	71

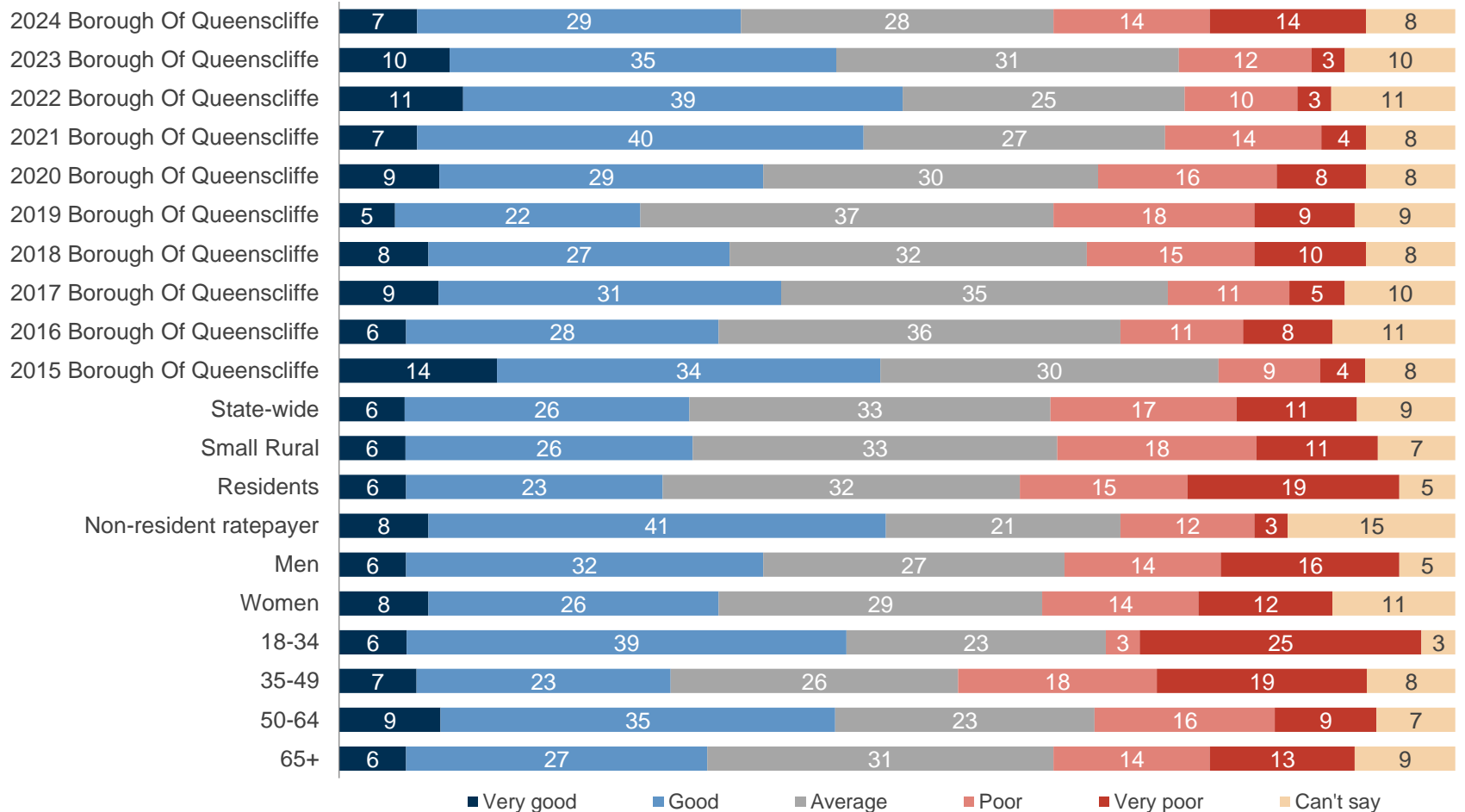*Q2. How has Council performed on 'Traffic management' over the last 12 months?*
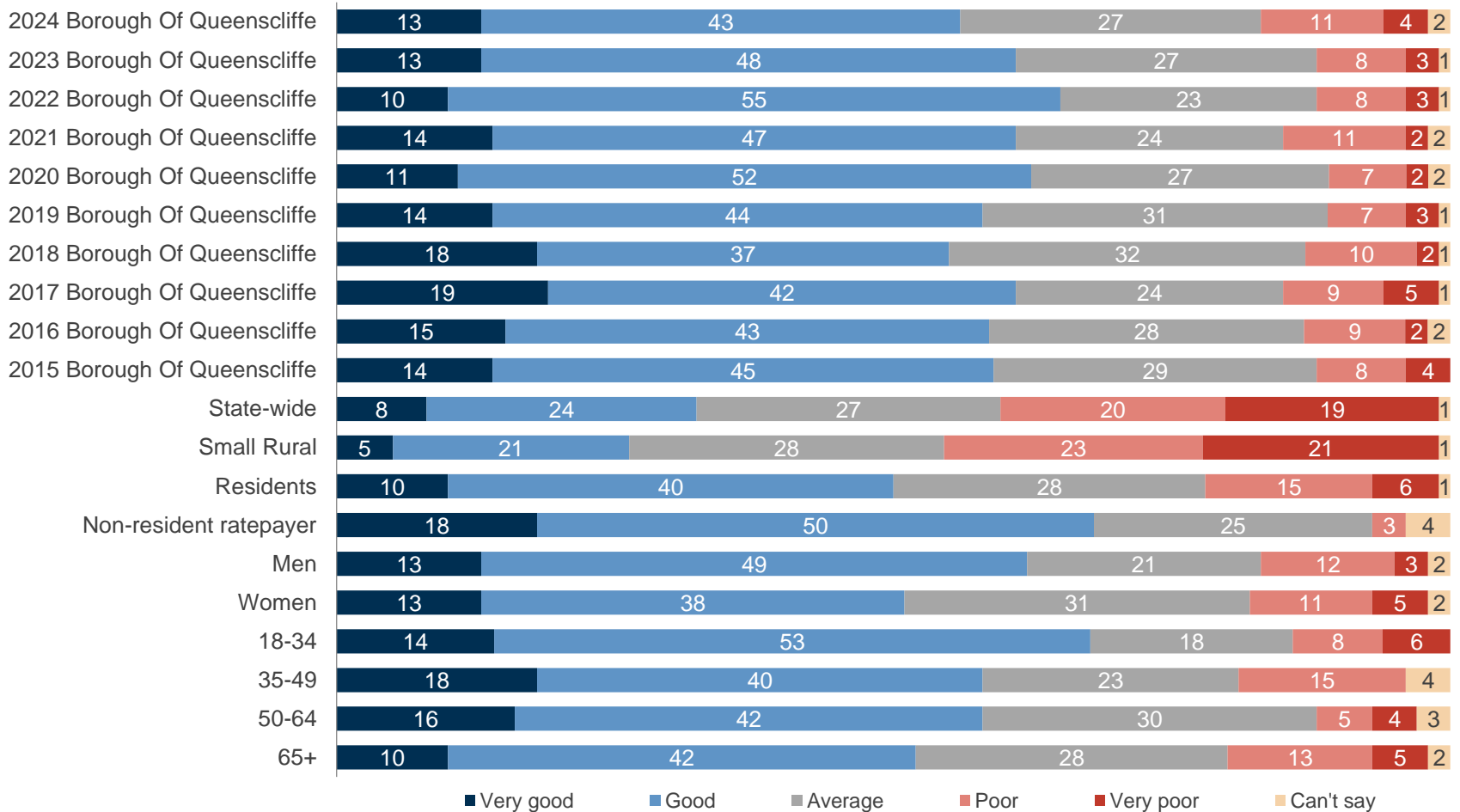*Base: All respondents. Councils asked State-wide: 12 Councils asked group: 1*
Note: Please see Appendix A for explanation of significant differences.

Traffic management performance

2024 traffic management performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	9	41	26	13	7	4
2023 Borough Of Queenscliffe	12	45	26	9	3	4
2022 Borough Of Queenscliffe	14	47	23	9	3	4
2021 Borough Of Queenscliffe	13	47	24	7	2	6
2020 Borough Of Queenscliffe	10	47	28	7	3	4
2019 Borough Of Queenscliffe	11	47	31	7	1	4
2018 Borough Of Queenscliffe	14	44	25	10	2	5
2017 Borough Of Queenscliffe	15	44	27	5	3	6
2016 Borough Of Queenscliffe	16	40	30	8	3	3
2015 Borough Of Queenscliffe	16	49	24	5	1	4
State-wide	7	34	30	17	9	3
Small Rural	9	41	26	13	7	4
Residents	9	39	27	15	9	2
Non-resident ratepayer	9	46	24	11	3	7
Men	6	41	28	15	6	3
Women	11	41	24	12	7	5
18-34	12	31	15	22	15	5
35-49	15	37	18	19	4	8
50-64	8	45	24	15	5	3
65+	7	42	30	10	7	4

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

Q2. How has Council performed on 'Traffic management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 12 Councils asked group: 1

Parking facilities performance

2024 parking performance (index scores)

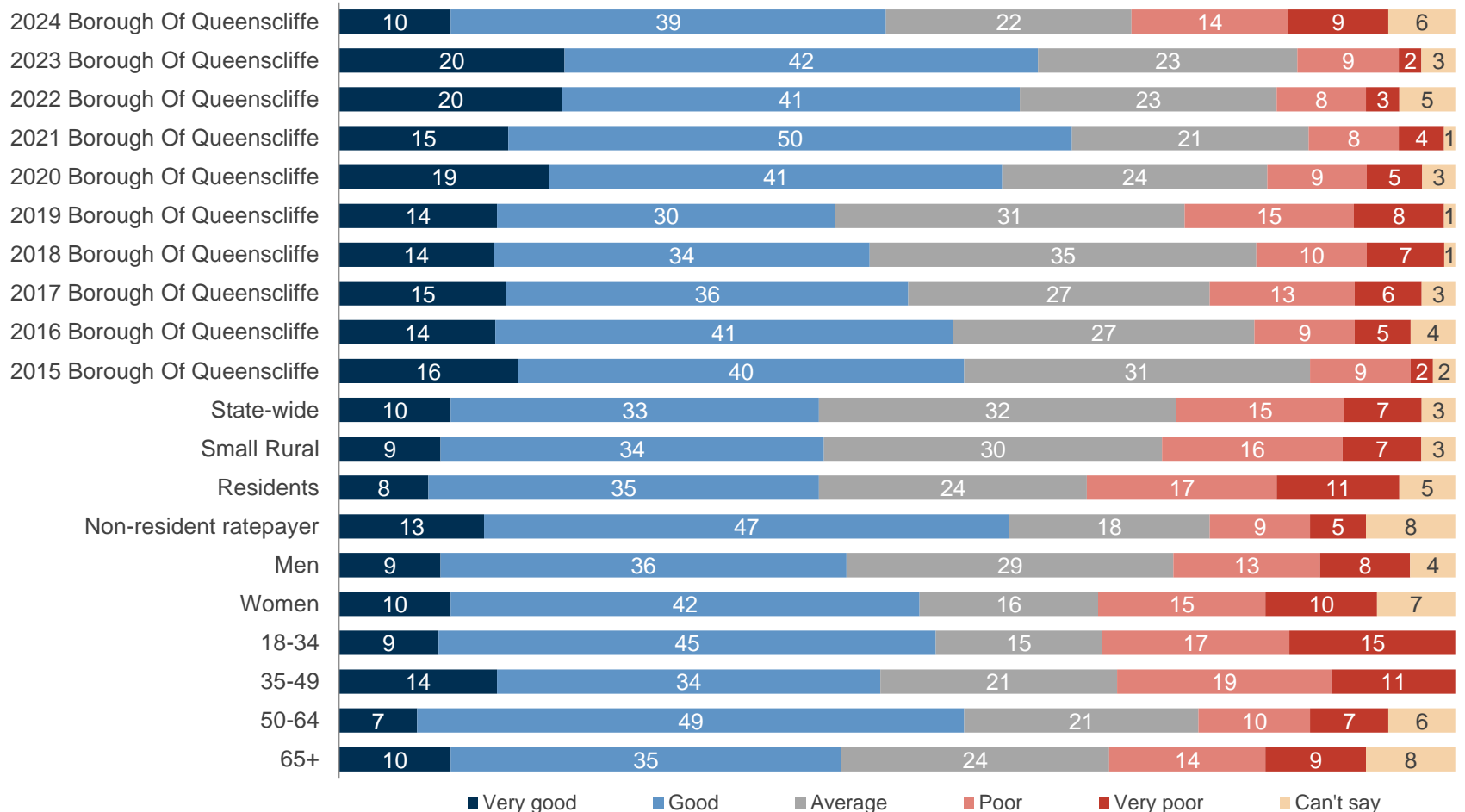|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	73 ▲	70	66	66	68	66	64	n/a	n/a	n/a
50-64	71 ▲	70	69	63	68	63	65	67	64	65
Women	64	66	65	62	64	63	65	66	63	64
35-49	63	68	71	73	65	71	65	62	64	66
Borough Of Queenscliffe	63	64	64	63	64	62	63	63	61	64
Men	63	62	63	64	64	62	61	58	60	64
65+	61	62	59	60	64	60	62	61	60	62
18-34	60	68	70	66	60	63	60	63	55	67
Small Rural	59 ▼	60	60	62	60	60	60	63	61	62
Residents	59	61	63	62	63	62	63	n/a	n/a	n/a
State-wide	54 ▼	55	57	58	55	56	56	55	56	57

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3
Note: Please see Appendix A for explanation of significant differences.

Parking facilities performance

2024 parking performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	13	43	27	9	4	4
2023 Borough Of Queenscliffe	12	44	32	5	4	2
2022 Borough Of Queenscliffe	14	44	24	9	5	5
2021 Borough Of Queenscliffe	14	39	32	12	2	2
2020 Borough Of Queenscliffe	12	45	28	8	3	4
2019 Borough Of Queenscliffe	10	38	40	8	1	3
2018 Borough Of Queenscliffe	13	40	33	9	3	1
2017 Borough Of Queenscliffe	15	39	31	8	5	2
2016 Borough Of Queenscliffe	8	44	30	10	4	4
2015 Borough Of Queenscliffe	12	48	28	8	3	1
State-wide	9	32	32	16	9	3
Small Rural	11	40	27	12	7	2
Residents	11	38	29	13	7	2
Non-resident ratepayer	18	53	21	1		7
Men	10	48	23	10	5	3
Women	16	38	30	8	4	4
18-34	18	32	21	22	3	5
35-49	22	37	18	7	11	4
50-64	17	54	22	4	1	2
65+	9	42	32	9	5	4

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

Q2. How has Council performed on 'Parking facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 3

Enforcement of local laws performance

2024 law enforcement performance (index scores)

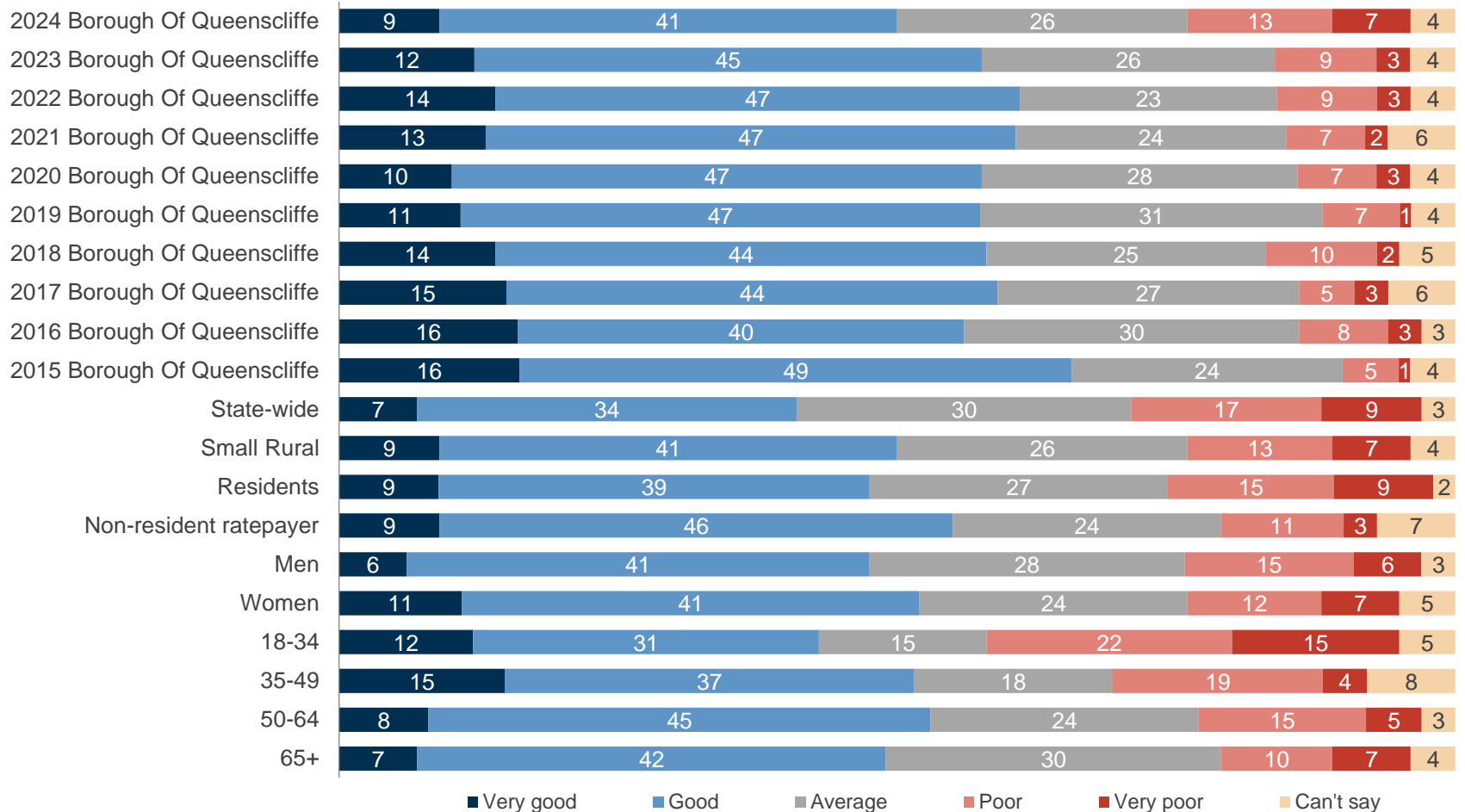|	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer — 67 ▲	66	67	63	66	61	60	n/a	n/a	n/a
35-49 — 65	70	68	63	67	70	67	71	64	64
18-34 — 65	69	70	72	68	54	75	72	63	68
Women — 64	61	65	57	64	61	63	70	62	67
50-64 — 63	63	66	56	58	59	59	65	59	65
State-wide — 61	61	63	64	63	64	64	64	63	66
Small Rural — 60	61	62	63	62	63	63	65	64	66
Borough Of Queenscliffe — 60	60	62	59	62	59	63	66	61	66
Residents — 57	58	60	58	61	59	63	n/a	n/a	n/a
65+ — 56	56	57	57	61	58	60	62	61	67
Men — 55 ▼	59	59	62	61	58	63	61	60	65

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

Enforcement of local laws performance

2024 law enforcement performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	10	33	25	12	5	16
2023 Borough Of Queenscliffe	11	31	24	10	5	19
2022 Borough Of Queenscliffe	10	37	21	10	4	17
2021 Borough Of Queenscliffe	9	32	27	12	4	16
2020 Borough Of Queenscliffe	10	40	19	11	4	17
2019 Borough Of Queenscliffe	9	30	34	9	4	14
2018 Borough Of Queenscliffe	12	35	25	10	3	16
2017 Borough Of Queenscliffe	15	36	25	7	2	15
2016 Borough Of Queenscliffe	10	33	31	7	4	15
2015 Borough Of Queenscliffe	13	39	28	4	2	13
State-wide	9	35	29	8	4	14
Small Rural	9	34	28	9	5	15
Residents	9	34	26	15	6	9
Non-resident ratepayer	12	31	22	5	1	29
Men	7	32	27	17	5	11
Women	13	34	22	7	4	20
18-34	21	35	33		5	6
35-49	26	30	14	18	4	8
50-64	10	40	20	11	3	16
65+	5	31	27	12	5	20

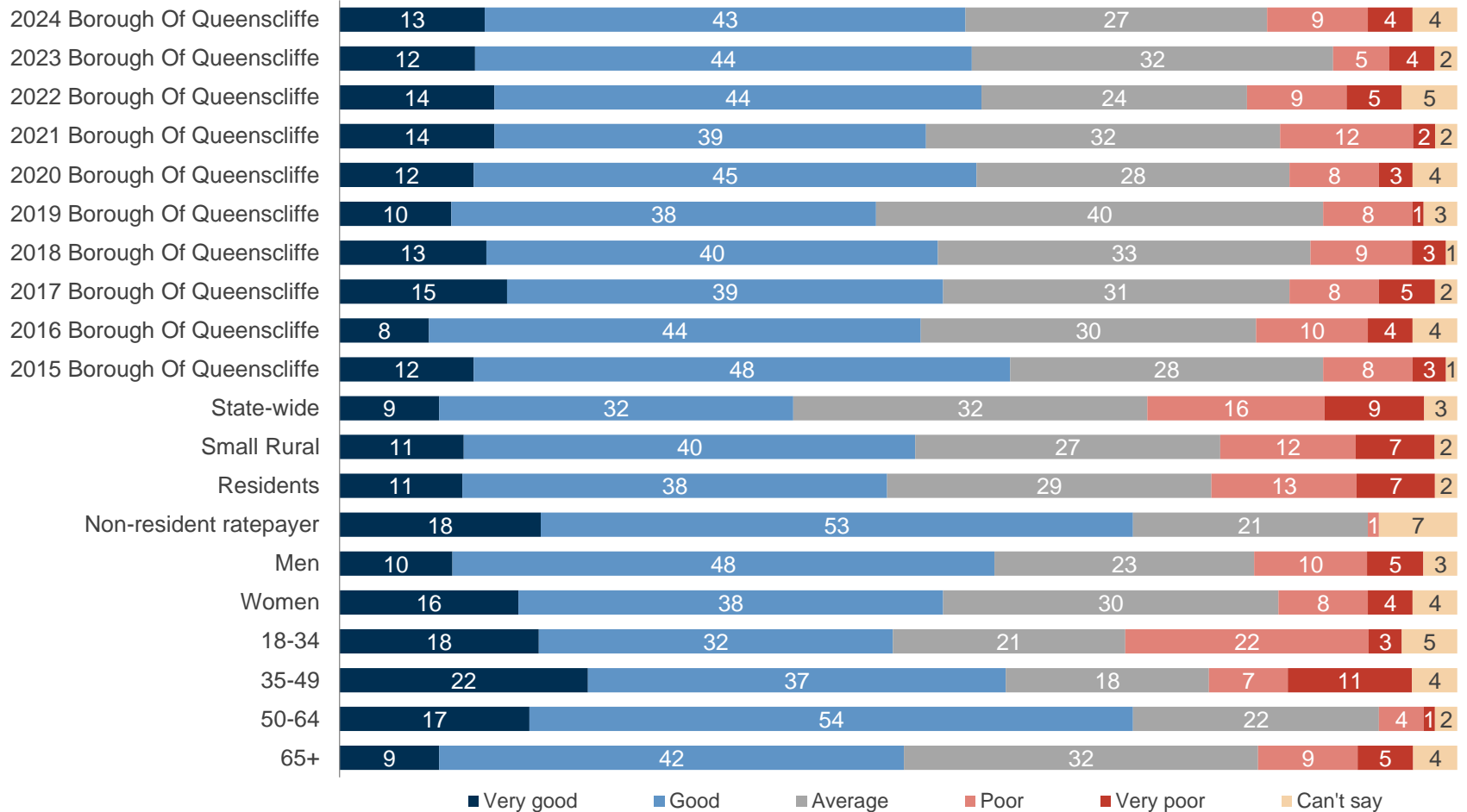■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

Family support services performance

2024 family support performance (index scores)

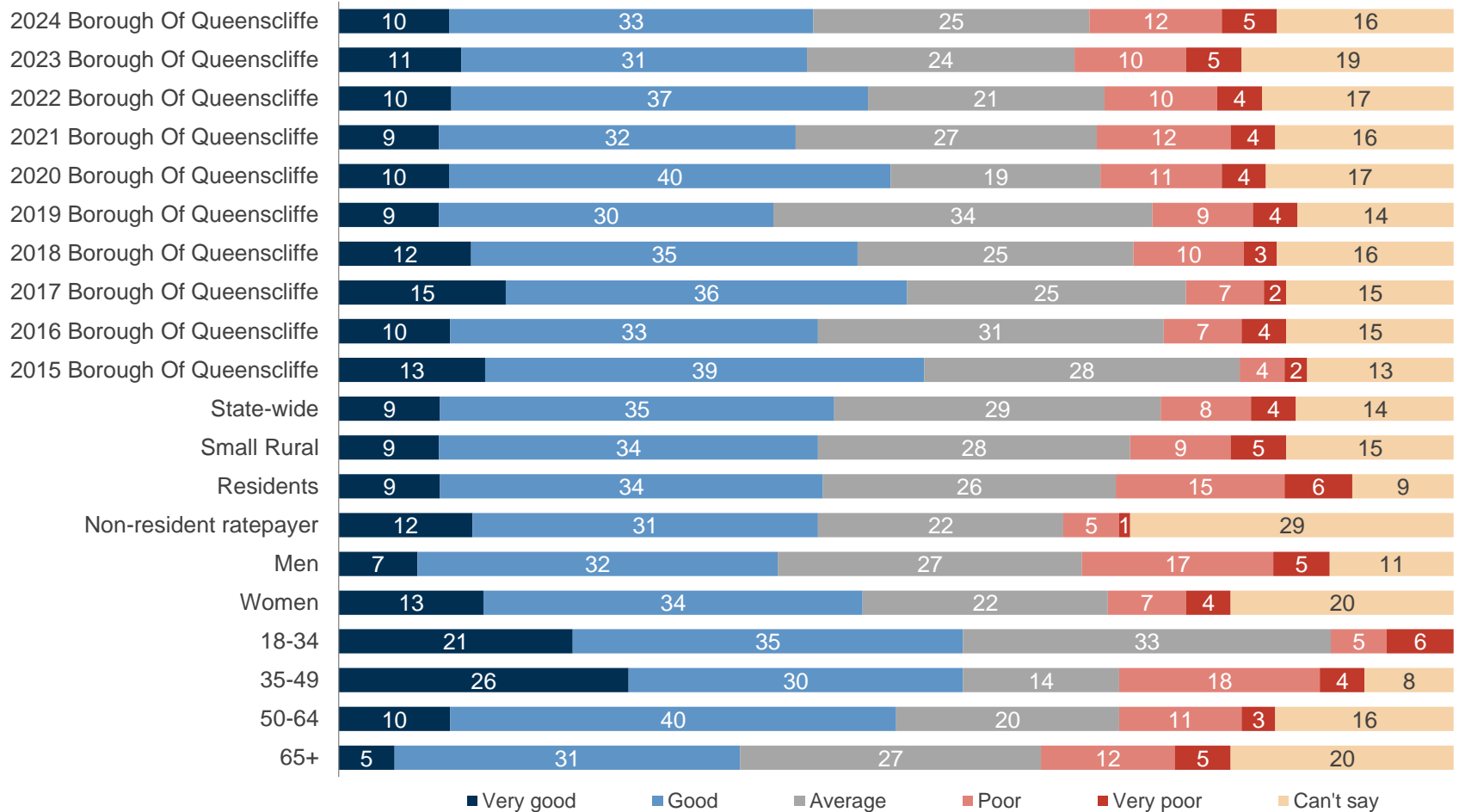|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	71 ▲	64	75	64	63	61	69	65	58	66
Non-resident ratepayer	70 ▲	69	69	68	65	65	67	n/a	n/a	n/a
65+	68	69	71	68	75	71	70	73	71	74
Men	67	68	68	65	66	66	68	64	62	67
Borough Of Queenscliffe	65	68	69	66	70	67	69	67	64	68
Residents	64	68	69	66	71	68	69	n/a	n/a	n/a
Women	64	68	70	67	74	68	69	70	66	69
18-34	63	63	60	65	70	60	69	64	56	64
State-wide	63	63	65	66	66	67	66	67	66	67
Small Rural	61 ▼	62	64	66	66	68	67	68	66	67
35-49	51 ▼	70	65	63	63	70	64	62	61	59

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Family support services performance

2024 family support performance (%)

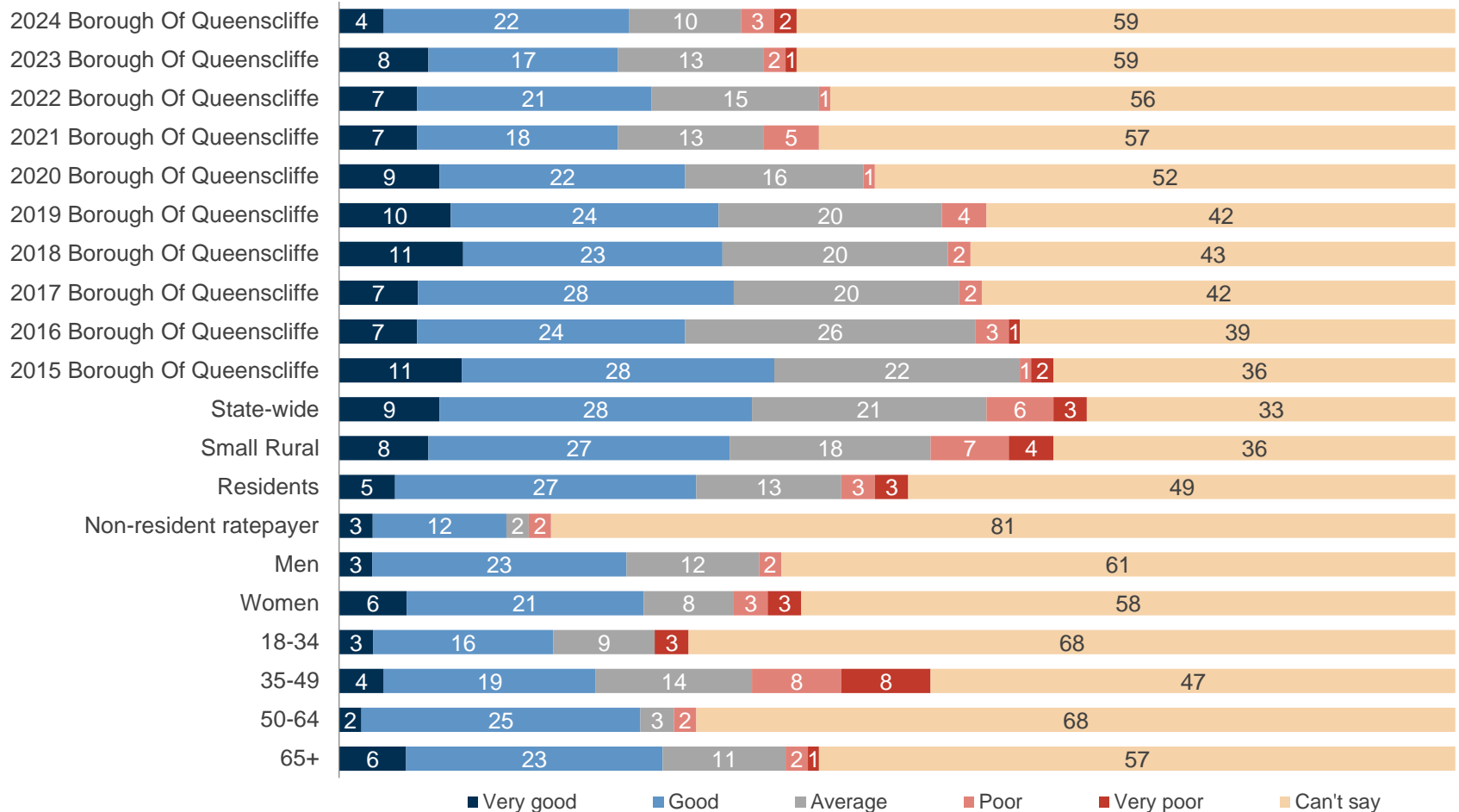|	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	4	22	10	3	2	59
2023 Borough Of Queenscliffe	8	17	13	2	1	59
2022 Borough Of Queenscliffe	7	21	15	1		56
2021 Borough Of Queenscliffe	7	18	13	5		57
2020 Borough Of Queenscliffe	9	22	16	1		52
2019 Borough Of Queenscliffe	10	24	20	4		42
2018 Borough Of Queenscliffe	11	23	20	2		43
2017 Borough Of Queenscliffe	7	28	20	2		42
2016 Borough Of Queenscliffe	7	24	26	3	1	39
2015 Borough Of Queenscliffe	11	28	22	1	2	36
State-wide	9	28	21	6	3	33
Small Rural	8	27	18	7	4	36
Residents	5	27	13	3	3	49
Non-resident ratepayer	3	12	2	2		81
Men	3	23	12	2		61
Women	6	21	8	3	3	58
18-34	3	16	9	3		68
35-49	4	19	14	8	8	47
50-64	2	25	3	2		68
65+	6	23	11	2	1	57

Q2. How has Council performed on 'Family support services' over the last 12 months?
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

Elderly support services performance

2024 elderly support performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	78 ▲	76	77	71	74	72	74	n/a	n/a	n/a
50-64	76	75	83	72	75	73	70	66	62	64
35-49	75	68	84	83	72	75	82	66	66	65
Women	74	73	83	74	75	76	76	73	73	72
Borough Of Queenscliffe	72	72	79	76	75	75	75	71	68	72
65+	71	73	75	74	78	76	76	78	76	78
Residents	71	72	80	76	75	76	75	n/a	n/a	n/a
Men	71	71	74	78	74	74	73	69	64	72
18-34	70	72	91	79	63	77	66	64	53	71
Small Rural	65 ▼	66	70	72	71	71	69	71	70	72
State-wide	63 ▼	63	67	69	68	68	68	68	68	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.

Elderly support services performance

2024 elderly support performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	15	27	9	2	3	44
2023 Borough Of Queenscliffe	14	29	10	2	2	42
2022 Borough Of Queenscliffe	21	25	8	1	1	44
2021 Borough Of Queenscliffe	19	27	10	2	1	40
2020 Borough Of Queenscliffe	21	27	12	3	1	36
2019 Borough Of Queenscliffe	20	30	15	2		32
2018 Borough Of Queenscliffe	19	31	14	2	1	33
2017 Borough Of Queenscliffe	16	34	16	4	1	29
2016 Borough Of Queenscliffe	16	29	21	4	2	29
2015 Borough Of Queenscliffe	21	30	18	5	1	24
State-wide	12	27	20	7	4	30
Small Rural	16	32	18	7	5	23
Residents	17	33	12	2	4	32
Non-resident ratepayer	11	16	4	2		67
Men	11	30	11	1	2	45
Women	19	25	7	3	3	43
18-34	12	39	12	3	3	32
35-49	20	21	7	4		48
50-64	13	23	4	3		57
65+	16	28	11	2	3	40

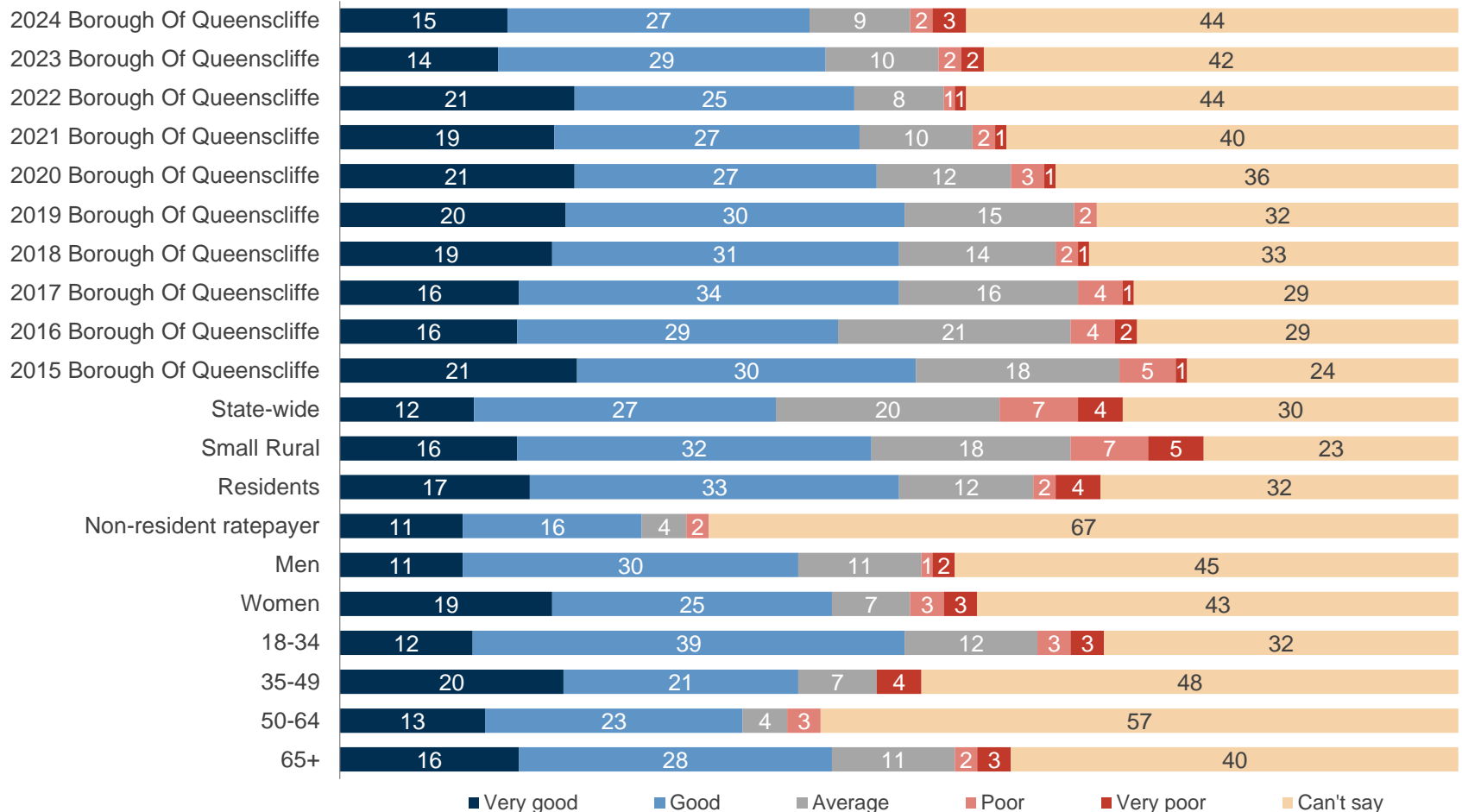■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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

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Recreational facilities performance

2024 recreational facilities performance (index scores)

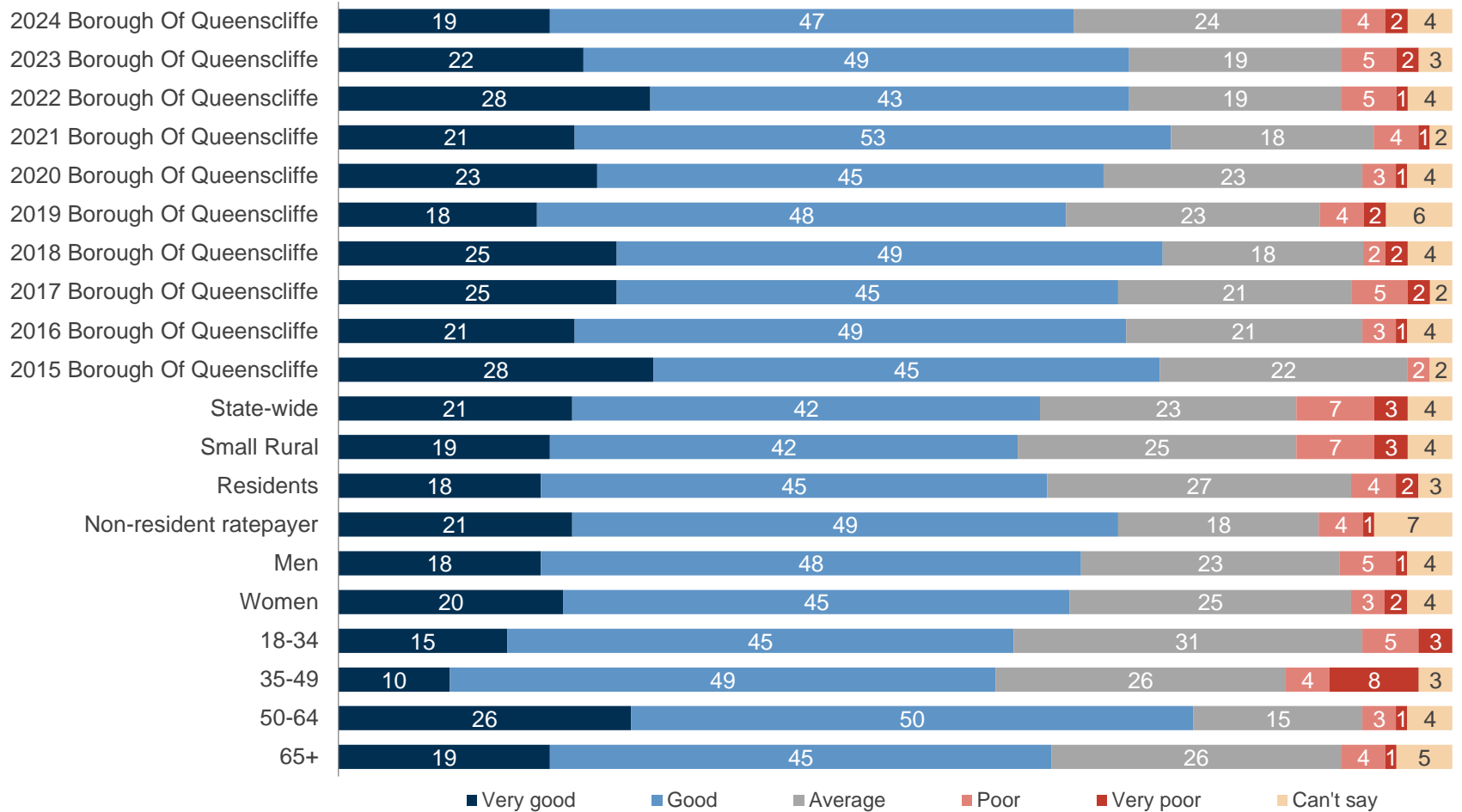|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
50-64	75 ▲	73	77	70	72	68	73	76	66	72
Non-resident ratepayer	73	74	75	72	74	69	77	n/a	n/a	n/a
65+	71	72	72	73	72	72	76	76	74	77
Women	70	73	78	72	73	72	77	74	74	74
Borough Of Queenscliffe	70	72	74	72	73	70	74	72	72	75
Men	70	71	70	72	72	68	71	69	70	77
Residents	69	71	74	72	72	70	74	n/a	n/a	n/a
State-wide	68	68	69	71	70	70	69	70	69	70
Small Rural	67 ▼	67	69	69	68	68	69	69	68	70
18-34	66	69	77	72	73	68	73	61	77	75
35-49	63	73	77	75	75	70	69	62	73	74

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13
Note: Please see Appendix A for explanation of significant differences.

Recreational facilities performance

2024 recreational facilities performance (%)

Category	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	19	47	24	4	2	4
2023 Borough Of Queenscliffe	22	49	19	5	2	3
2022 Borough Of Queenscliffe	28	43	19	5	1	4
2021 Borough Of Queenscliffe	21	53	18	4	1	2
2020 Borough Of Queenscliffe	23	45	23	3	1	4
2019 Borough Of Queenscliffe	18	48	23	4	2	6
2018 Borough Of Queenscliffe	25	49	18	2	2	4
2017 Borough Of Queenscliffe	25	45	21	5	2	2
2016 Borough Of Queenscliffe	21	49	21	3	1	4
2015 Borough Of Queenscliffe	28	45	22		2	2
State-wide	21	42	23	7	3	4
Small Rural	19	42	25	7	3	4
Residents	18	45	27	4	2	3
Non-resident ratepayer	21	49	18	4	1	7
Men	18	48	23	5	1	4
Women	20	45	25	3	2	4
18-34	15	45	31	5		3
35-49	10	49	26	4	8	3
50-64	26	50	15	3	1	4
65+	19	45	26	4	1	5

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

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 13

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The appearance of public areas performance

2024 public areas performance (index scores)

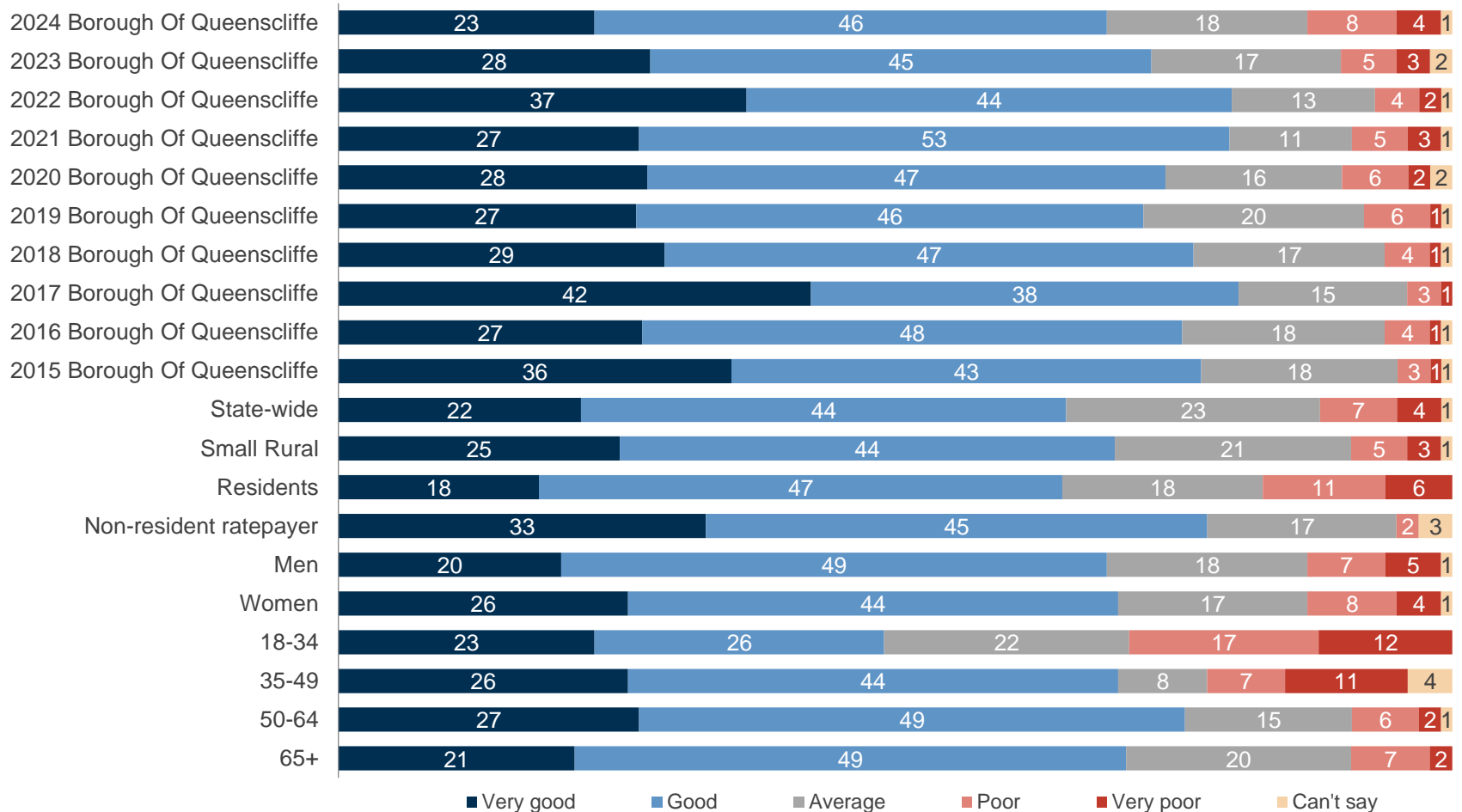|	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	78 ▲	80	83	78	77	79	78	n/a	n/a	n/a
50-64	74	73	81	73	75	76	75	79	72	76
Small Rural	71	71	73	75	72	73	72	74	73	74
Women	70	74	80	72	74	73	75	83	74	76
65+	70	71	74	72	74	71	74	78	75	79
Borough Of Queenscliffe	69	73	78	74	74	73	75	80	74	78
Men	68	71	75	77	73	72	75	76	73	79
State-wide	68	67	71	73	72	72	71	71	71	72
35-49	67	73	83	73	71	79	78	79	74	77
Residents	65	69	75	73	73	71	74	n/a	n/a	n/a
18-34	58 ▼	78	83	88	78	68	73	88	72	77

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: 14
Note: Please see Appendix A for explanation of significant differences.

The appearance of public areas performance

2024 public areas performance (%)

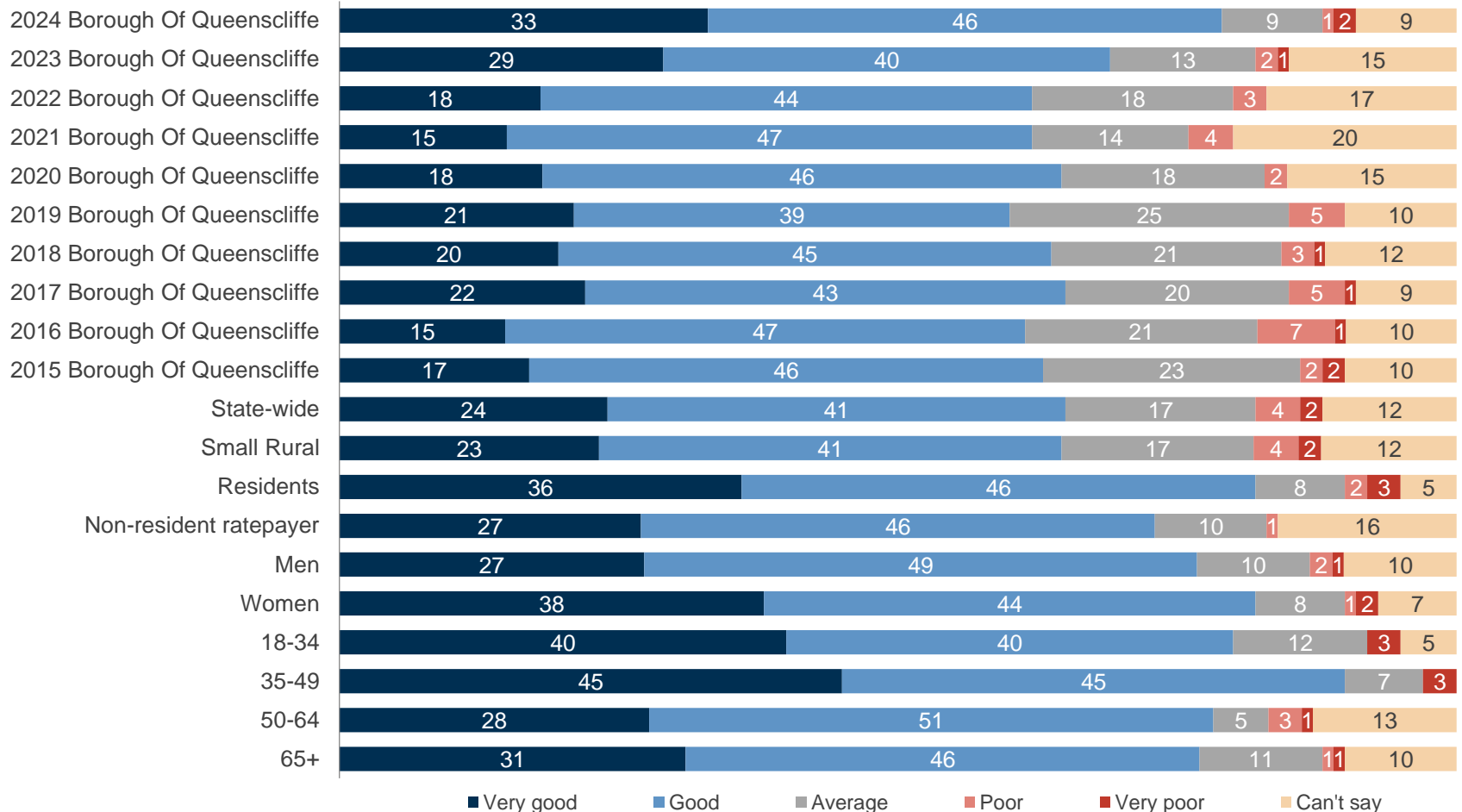|	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	23	46	18	8	4	1
2023 Borough Of Queenscliffe	28	45	17	5	3	2
2022 Borough Of Queenscliffe	37	44	13	4	2	1
2021 Borough Of Queenscliffe	27	53	11	5	3	1
2020 Borough Of Queenscliffe	28	47	16	6	2	2
2019 Borough Of Queenscliffe	27	46	20	6	1	1
2018 Borough Of Queenscliffe	29	47	17	4	1	1
2017 Borough Of Queenscliffe	42	38	15	3	1	
2016 Borough Of Queenscliffe	27	48	18	4	1	1
2015 Borough Of Queenscliffe	36	43	18	3	1	1
State-wide	22	44	23	7	4	1
Small Rural	25	44	21	5	3	1
Residents	18	47	18	11	6	
Non-resident ratepayer	33	45	17	2		3
Men	20	49	18	7	5	1
Women	26	44	17	8	4	1
18-34	23	26	22	17	12	
35-49	26	44	8	7	11	4
50-64	27	49	15	6	2	1
65+	21	49	20	7	2	

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: 14

Art centres and libraries performance

2024 art centres and libraries performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	82	74	69	73	72	76	72	65	68	72
Women	81	79	76	73	75	71	74	75	72	70
18-34	80	72	67	75	72	68	63	73	63	60
Non-resident ratepayer	80	77	73	71	71	67	70	n/a	n/a	n/a
Borough Of Queenscliffe	79	78	73	73	73	71	73	72	69	71
Residents	79	78	73	73	74	72	73	n/a	n/a	n/a
50-64	79	77	75	68	68	68	66	70	66	70
65+	79	79	75	74	76	72	78	76	73	75
Men	78	77	70	73	71	72	71	70	66	72
State-wide	73 ▼	73	73	73	74	74	74	73	72	73
Small Rural	73 ▼	73	71	72	74	74	73	72	71	69

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Art centres and libraries performance

2024 art centres and libraries performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	33	46	9	1	2	9
2023 Borough Of Queenscliffe	29	40	13	2	1	15
2022 Borough Of Queenscliffe	18	44	18	3		17
2021 Borough Of Queenscliffe	15	47	14	4		20
2020 Borough Of Queenscliffe	18	46	18	2		15
2019 Borough Of Queenscliffe	21	39	25	5		10
2018 Borough Of Queenscliffe	20	45	21	3	1	12
2017 Borough Of Queenscliffe	22	43	20	5	1	9
2016 Borough Of Queenscliffe	15	47	21	7	1	10
2015 Borough Of Queenscliffe	17	46	23	2	2	10
State-wide	24	41	17	4	2	12
Small Rural	23	41	17	4	2	12
Residents	36	46	8	2	3	5
Non-resident ratepayer	27	46	10	1		16
Men	27	49	10	2	1	10
Women	38	44	8	1	2	7
18-34	40	40	12		3	5
35-49	45	45	7		3	
50-64	28	51	5	3	1	13
65+	31	46	11	1	1	10

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

Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
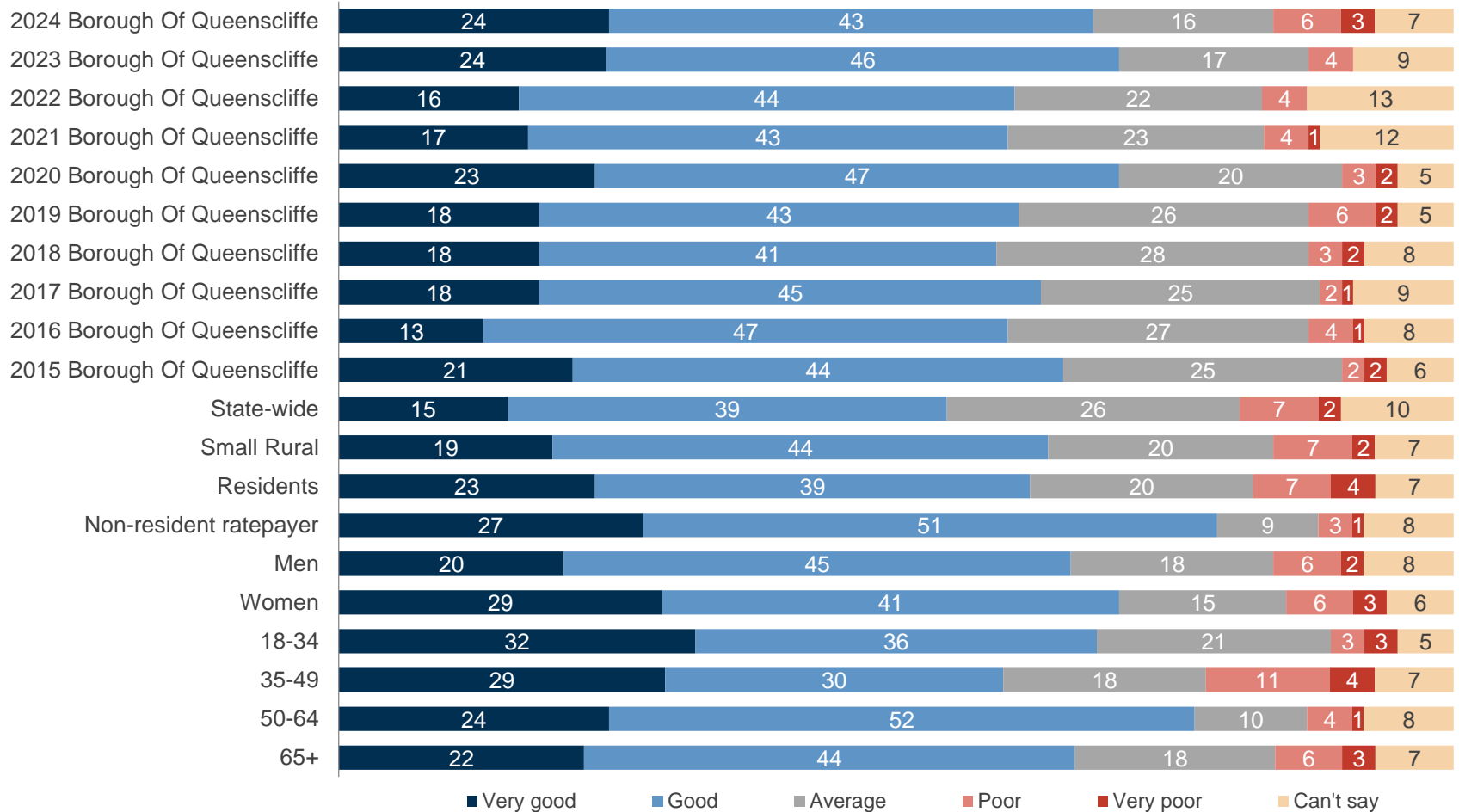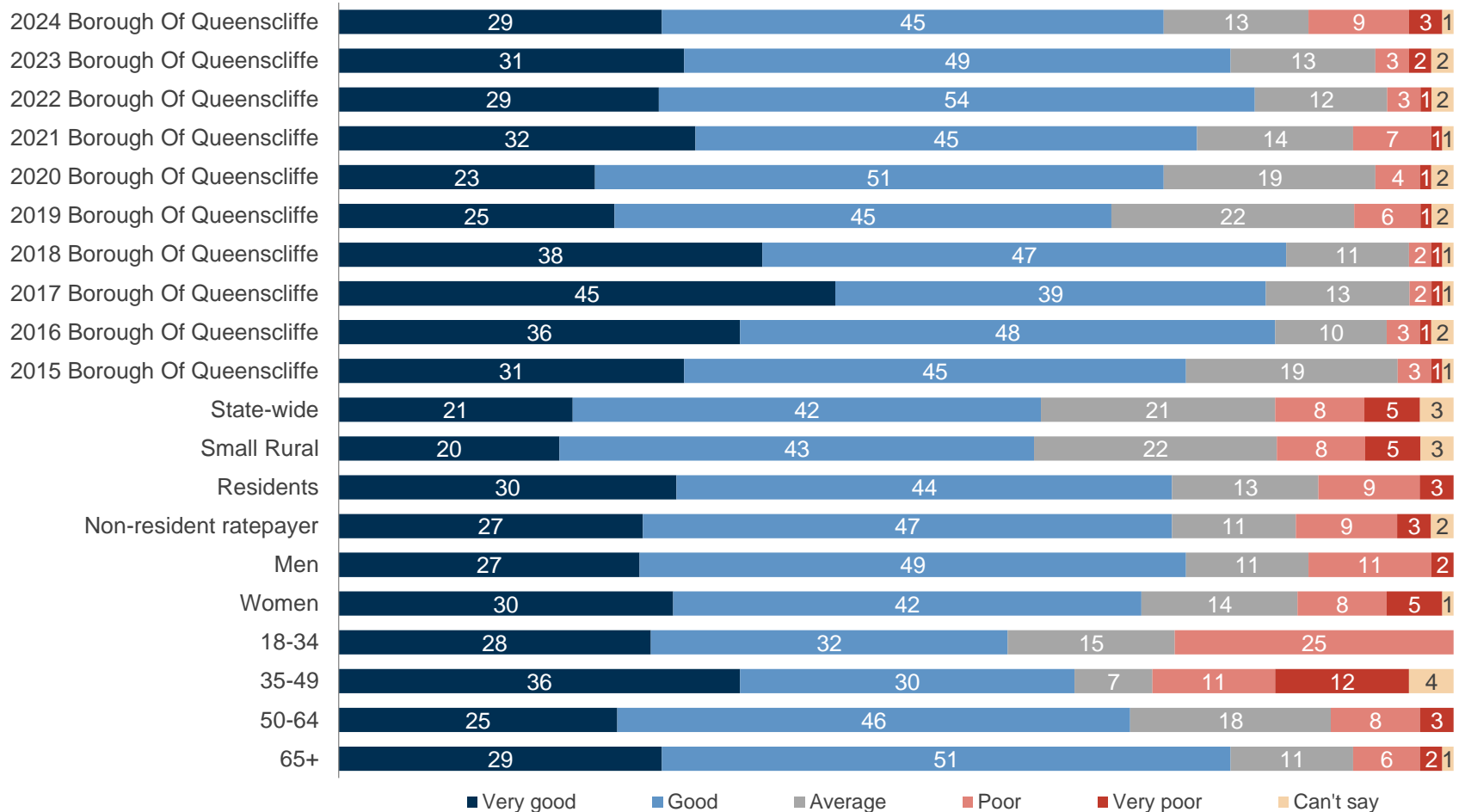Base: All respondents. Councils asked State-wide: 28 Councils asked group: 7

Community and cultural activities performance

2024 community and cultural activities performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	78 ▲	79	75	72	77	69	71	n/a	n/a	n/a
50-64	76	75	72	66	74	70	69	70	67	72
18-34	74	70	65	72	53	54	59	70	66	57
Women	73	77	72	69	75	70	72	73	70	72
Borough Of Queenscliffe	71	75	71	70	73	68	69	72	68	71
65+	70	75	70	69	77	70	72	73	69	74
Men	70	72	69	71	71	67	66	70	65	69
Small Rural	69	70	68	67	68	66	69	69	65	68
35-49	69	77	74	77	72	74	68	72	66	72
Residents	68	73	69	69	71	68	69	n/a	n/a	n/a
State-wide	66 ▼	66	65	65	68	69	69	69	69	69

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 2
Note: Please see Appendix A for explanation of significant differences.

Community and cultural activities performance

2024 community and cultural activities performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	24	43	16	6	3	7
2023 Borough Of Queenscliffe	24	46	17	4		9
2022 Borough Of Queenscliffe	16	44	22	4		13
2021 Borough Of Queenscliffe	17	43	23	4	1	12
2020 Borough Of Queenscliffe	23	47	20	3	2	5
2019 Borough Of Queenscliffe	18	43	26	6	2	5
2018 Borough Of Queenscliffe	18	41	28	3	2	8
2017 Borough Of Queenscliffe	18	45	25	2	1	9
2016 Borough Of Queenscliffe	13	47	27	4	1	8
2015 Borough Of Queenscliffe	21	44	25	2	2	6
State-wide	15	39	26	7	2	10
Small Rural	19	44	20	7	2	7
Residents	23	39	20	7	4	7
Non-resident ratepayer	27	51	9	3	1	8
Men	20	45	18	6	2	8
Women	29	41	15	6	3	6
18-34	32	36	21	3	3	5
35-49	29	30	18	11	4	7
50-64	24	52	10	4	1	8
65+	22	44	18	6	3	7

Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 2

Waste management performance

2024 waste management performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	75	77	78	75	74	74	80	83	81	77
Men	72	74	75	77	72	73	79	79	77	75
Residents	72	75	77	76	73	73	82	n/a	n/a	n/a
Borough Of Queenscliffe	72	76	77	75	73	72	81	81	79	76
Non-resident ratepayer	72	78	78	72	74	71	75	n/a	n/a	n/a
Women	72	78	80	73	74	72	82	83	82	76
50-64	70	70	72	68	71	67	79	80	76	72
35-49	68	78	81	80	74	71	86	77	75	72
Small Rural	67 ▼	66	68	68	64	66	69	70	69	71
State-wide	67 ▼	66	68	69	65	68	70	71	70	72
18-34	66	78	78	85	73	79	79	84	84	81

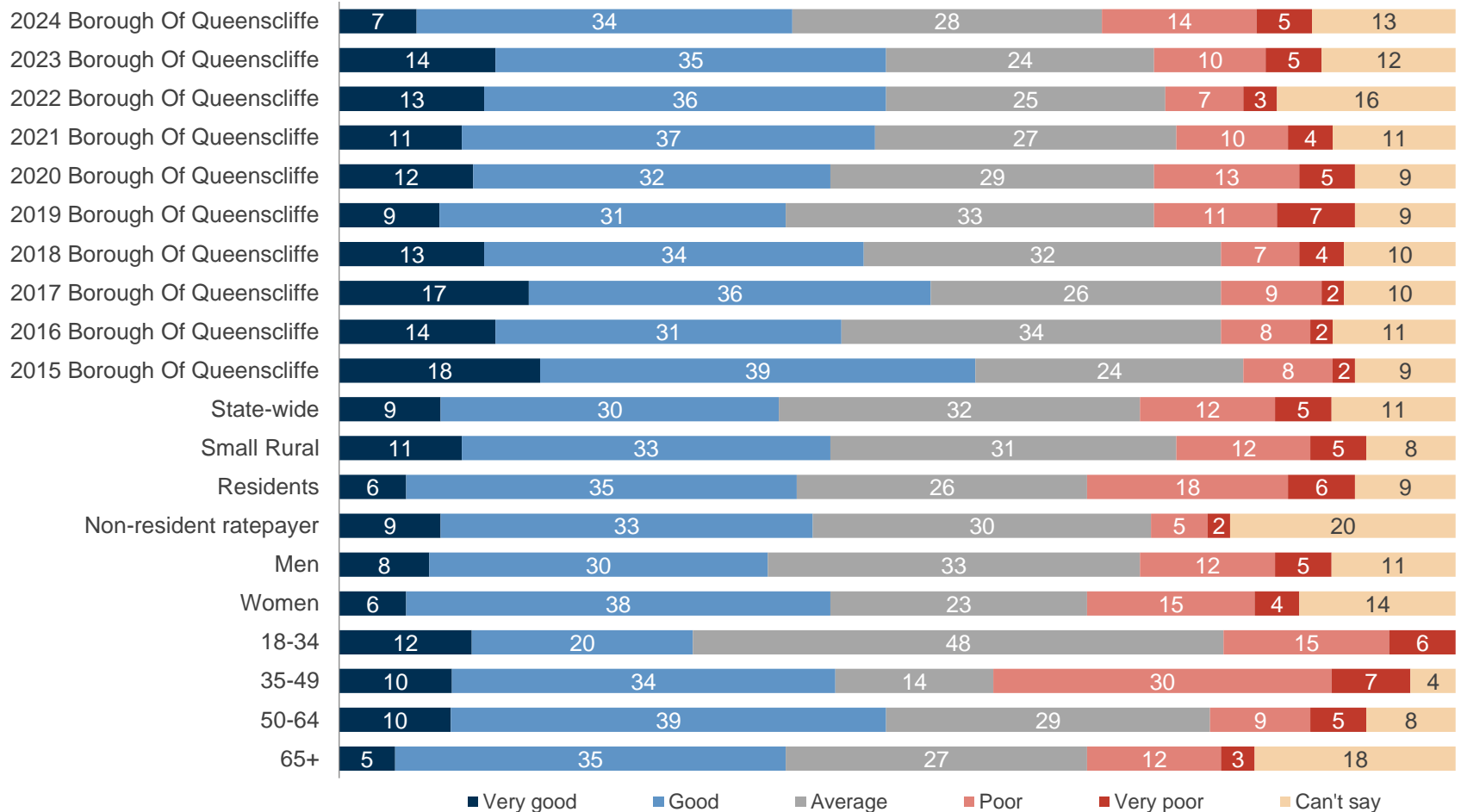*Q2. How has Council performed on 'Waste management' over the last 12 months?*
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
Note: Please see Appendix A for explanation of significant differences.

Waste management performance

2024 waste management performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	29	45	13	9	3	1
2023 Borough Of Queenscliffe	31	49	13	3	2	2
2022 Borough Of Queenscliffe	29	54	12	3	1	2
2021 Borough Of Queenscliffe	32	45	14	7	1	1
2020 Borough Of Queenscliffe	23	51	19	4	1	2
2019 Borough Of Queenscliffe	25	45	22	6	1	2
2018 Borough Of Queenscliffe	38	47	11	2	1	1
2017 Borough Of Queenscliffe	45	39	13	2	1	1
2016 Borough Of Queenscliffe	36	48	10	3	1	2
2015 Borough Of Queenscliffe	31	45	19	3	1	1
State-wide	21	42	21	8	5	3
Small Rural	20	43	22	8	5	3
Residents	30	44	13	9		3
Non-resident ratepayer	27	47	11	9	3	2
Men	27	49	11	11		2
Women	30	42	14	8	5	1
18-34	28	32	15	25		
35-49	36	30	7	11	12	4
50-64	25	46	18	8		3
65+	29	51	11	6	2	1

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

Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19

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Business and community development and tourism performance

2024 business/development/tourism performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	63 ▲	67	65	61	60	62	63	n/a	n/a	n/a
50-64	61	61	64	57	56	54	60	63	57	62
Small Rural	59	61	63	62	58	59	59	64	61	63
65+	58	61	59	60	62	59	61	67	65	69
Women	58	64	66	63	59	58	64	69	67	68
Borough Of Queenscliffe	57	62	65	61	59	57	62	66	63	67
State-wide	57	59	60	61	59	61	60	61	60	61
Men	57	59	63	59	58	55	61	62	59	66
Residents	55	59	64	62	58	55	62	n/a	n/a	n/a
18-34	54	64	85	65	51	56	71	68	62	75
35-49	53	63	69	69	57	54	63	65	67	62

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
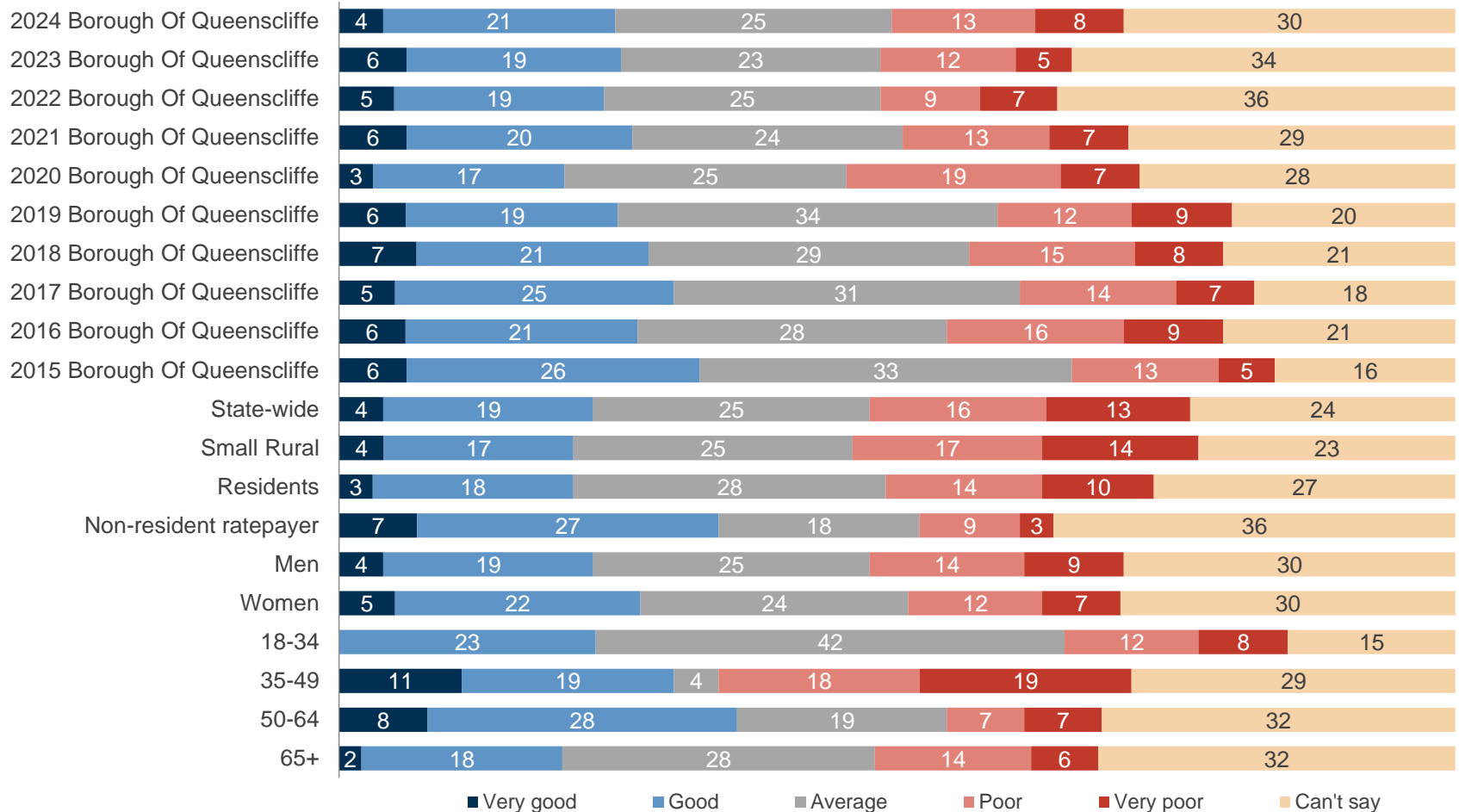Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Business and community development and tourism performance

2024 business/development/tourism performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	7	34	28	14	5	13
2023 Borough Of Queenscliffe	14	35	24	10	5	12
2022 Borough Of Queenscliffe	13	36	25	7	3	16
2021 Borough Of Queenscliffe	11	37	27	10	4	11
2020 Borough Of Queenscliffe	12	32	29	13	5	9
2019 Borough Of Queenscliffe	9	31	33	11	7	9
2018 Borough Of Queenscliffe	13	34	32	7	4	10
2017 Borough Of Queenscliffe	17	36	26	9	2	10
2016 Borough Of Queenscliffe	14	31	34	8	2	11
2015 Borough Of Queenscliffe	18	39	24	8	2	9
State-wide	9	30	32	12	5	11
Small Rural	11	33	31	12	5	8
Residents	6	35	26	18	6	9
Non-resident ratepayer	9	33	30	5	2	20
Men	8	30	33	12	5	11
Women	6	38	23	15	4	14
18-34	12	20	48	15	6	
35-49	10	34	14	30	7	4
50-64	10	39	29	9	5	8
65+	5	35	27	12	3	18

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: 8

Council's general town planning policy performance

2024 town planning performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	59 ▲	65	63	58	57	55	55	n/a	n/a	n/a
Men	54	58	57	57	54	54	54	54	56	56
35-49	54	67	62	63	53	60	61	61	56	60
50-64	53	59	61	51	50	51	51	55	51	52
Borough Of Queenscliffe	52	59	59	56	53	53	54	57	55	57
65+	52	57	56	52	54	51	52	56	54	59
Women	50	59	61	55	52	51	54	59	54	57
State-wide	50	50	54	55	54	55	54	53	52	54
Small Rural	49	52	56	55	50	48	53	51	49	53
Residents	49	56	58	55	51	52	54	n/a	n/a	n/a
18-34	47	61	69	72	50	52	60	59	61	56

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: 3
Note: Please see Appendix A for explanation of significant differences.

Council's general town planning policy performance

2024 town planning performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	5	27	26	16	7	18
2023 Borough Of Queenscliffe	7	33	28	11	4	18
2022 Borough Of Queenscliffe	6	37	22	11	4	20
2021 Borough Of Queenscliffe	6	34	29	12	6	13
2020 Borough Of Queenscliffe	7	26	31	19	5	12
2019 Borough Of Queenscliffe	6	28	33	13	8	12
2018 Borough Of Queenscliffe	8	26	32	15	6	13
2017 Borough Of Queenscliffe	7	30	33	10	6	14
2016 Borough Of Queenscliffe	5	29	31	12	6	18
2015 Borough Of Queenscliffe	6	30	35	10	4	14
State-wide	4	24	30	15	9	19
Small Rural	3	24	30	16	9	17
Residents	4	24	29	19	8	15
Non-resident ratepayer	7	34	19	9	6	25
Men	6	30	29	11	8	17
Women	4	25	24	20	7	20
18-34		31	25	12	14	18
35-49	14	37	11	19	15	4
50-64	5	26	22	12	7	28
65+	4	25	31	17	5	18

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: 3

Planning and building permits performance

2024 planning and building permits performance (index scores)

	2024		2023	2022	2021	2020	2019	2018	2017	2016	2015
Non-resident ratepayer	59 ▲		61	59	51	52	52	47	n/a	n/a	n/a
50-64	59 ▲		52	59	46	49	48	48	52	47	53
Women	52		56	54	51	45	51	52	55	53	54
Borough Of Queenscliffe	50		53	52	52	47	51	51	53	50	55
65+	49		51	49	50	47	50	50	52	50	54
18-34	48		58	46	62	39	54	53	54	56	58
Men	48		51	50	53	49	51	50	50	47	55
Residents	46		50	49	52	44	51	52	n/a	n/a	n/a
State-wide	45 ▼		47	50	51	51	52	52	51	50	54
35-49	44		65	57	56	49	54	57	55	50	56
Small Rural	43 ▼		45	48	49	46	48	51	51	50	53

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8
Note: Please see Appendix A for explanation of significant differences.

Planning and building permits performance

2024 planning and building permits performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	4	21	25	13	8	30
2023 Borough Of Queenscliffe	6	19	23	12	5	34
2022 Borough Of Queenscliffe	5	19	25	9	7	36
2021 Borough Of Queenscliffe	6	20	24	13	7	29
2020 Borough Of Queenscliffe	3	17	25	19	7	28
2019 Borough Of Queenscliffe	6	19	34	12	9	20
2018 Borough Of Queenscliffe	7	21	29	15	8	21
2017 Borough Of Queenscliffe	5	25	31	14	7	18
2016 Borough Of Queenscliffe	6	21	28	16	9	21
2015 Borough Of Queenscliffe	6	26	33	13	5	16
State-wide	4	19	25	16	13	24
Small Rural	4	17	25	17	14	23
Residents	3	18	28	14	10	27
Non-resident ratepayer	7	27	18	9	3	36
Men	4	19	25	14	9	30
Women	5	22	24	12	7	30
18-34		23	42	12	8	15
35-49	11	19	4	18	19	29
50-64	8	28	19	7	7	32
65+	2	18	28	14	6	32

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

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8

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Environmental sustainability performance

2024 environmental sustainability performance (index scores)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	75	77	61	81	52	59	56	64	56	57
Non-resident ratepayer	71	73	71	65	65	62	70	n/a	n/a	n/a
35-49	69	72	78	74	62	63	72	68	68	59
50-64	68	72	75	62	61	61	65	66	61	64
Women	68	71	71	65	61	59	65	67	64	64
Borough Of Queenscliffe	67	70	69	67	62	60	66	66	63	64
Men	66	70	66	70	63	60	66	66	61	65
Residents	65	69	68	68	60	59	65	n/a	n/a	n/a
65+	65	68	66	65	64	59	66	66	64	69
State-wide	60 ▼	60	61	62	60	62	63	64	63	64
Small Rural	59 ▼	59	59	61	57	59	62	63	61	63

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 7
Note: Please see Appendix A for explanation of significant differences.

Environmental sustainability performance

2024 environmental sustainability performance (%)

	Very good	Good	Average	Poor	Very poor	Can't say
2024 Borough Of Queenscliffe	20	37	22	7	4	9
2023 Borough Of Queenscliffe	21	42	24	5	2	7
2022 Borough Of Queenscliffe	20	39	21	8	2	11
2021 Borough Of Queenscliffe	18	41	24	7	3	8
2020 Borough Of Queenscliffe	10	38	30	8	4	9
2019 Borough Of Queenscliffe	9	34	35	9	4	10
2018 Borough Of Queenscliffe	15	37	28	7	2	11
2017 Borough Of Queenscliffe	17	37	31	6	2	8
2016 Borough Of Queenscliffe	9	38	30	5	3	15
2015 Borough Of Queenscliffe	12	36	33	6	2	10
State-wide	10	34	32	9	4	13
Small Rural	9	31	33	10	5	13
Residents	21	35	25	9	5	6
Non-resident ratepayer	17	42	17	4	2	17
Men	19	39	20	9	5	9
Women	21	36	24	6	3	10
18-34	40	34	3	14	3	6
35-49	30	30	14	7	7	11
50-64	16	45	24	4	3	7
65+	15	37	27	7	4	11

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 7

Detailed demographics

Gender and age profile

2024 gender

Borough of Queenscliffe

Women 53%
Men 47%

Small Rural

Women 50%
Men 50%

State-wide

Women 50%
Men 49%
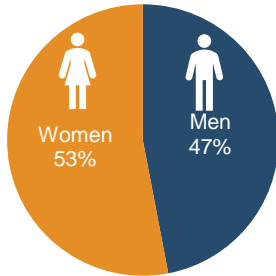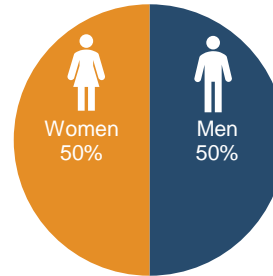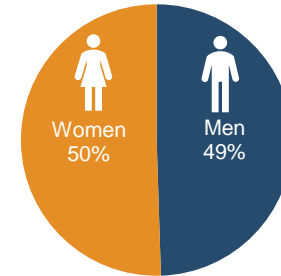
2024 age

Borough of Queenscliffe

10%
13%
21%
57%

■ 18-34 ■ 35-49 ■ 50-64 ■ 65+

Small Rural

17%
19%
18%
45%

■ 18-34 ■ 35-49 ■ 50-64 ■ 65+

State-wide

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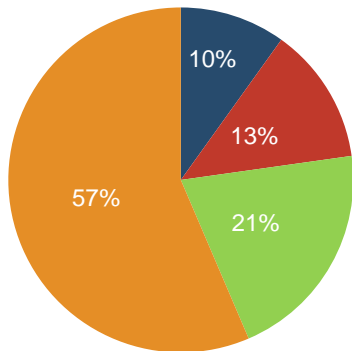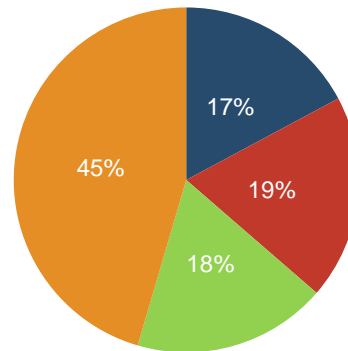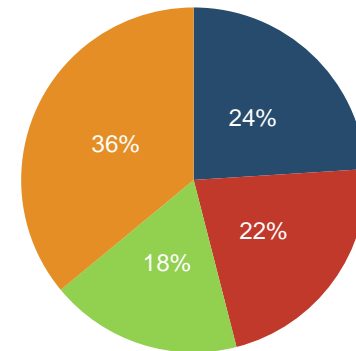
■ 18-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 19
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report. Councils interviewing residents on an annual basis included an "Other" option for gender, hence the State-wide and Small Rural gender results may not add to 100%.

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 Borough of Queenscliffe was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.5% 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 45.5% - 54.5%.

Maximum margins of error are listed in the table below, based on a population of 2,800 people aged 18 years or over for Borough of Queenscliffe, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Borough of Queenscliffe	400	400	+/-4.5
Men	210	186	+/-6.5
Women	190	214	+/-6.9
18-34 years	25	39	+/-19.9
35-49 years	27	51	+/-19.1
50-64 years	90	83	+/-10.2
65+ years	258	227	+/-5.8

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=402 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 Borough of Queenscliffe 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 and non-residents aged 18+ years in Borough of Queenscliffe.

Survey sample matched to the demographic profile of Borough of Queenscliffe 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 and non-residents within Borough of Queenscliffe, particularly younger people.

A total of n=400 completed interviews were achieved in Borough of Queenscliffe. Survey fieldwork was conducted across four quarters from 1st June 2023 – 18th March 2024.

Appendix B:
Analysis and reporting

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

Council Groups

Borough of Queenscliffe is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

• Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Borough of Queenscliffe for this 2024 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B:
Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2024 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)

- Value for money in services and infrastructure (Value for money)

- Contact in last 12 months (Contact)

- Rating of contact (Customer service)

- Overall council direction last 12 months (Council direction)

- Community consultation and engagement (Consultation)

- Decisions made in the interest of the community (Making community decisions)

- Condition of sealed local roads (Sealed local roads)

- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2024 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B:
Analysis and reporting

Reporting

Every council that participated in the 2024 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

Appendix B:
Glossary of terms

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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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