



2023 Local Government Community Satisfaction Survey

East Gippsland Shire Council

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



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Planning and building permits</u>	<u>94</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Environmental sustainability</u>	<u>98</u>
<u>Detailed findings</u>	<u>11</u>	<u>Emergency and disaster management</u>	<u>102</u>
<u>Overall performance</u>	<u>12</u>	<u>Roadside slashing and weed control</u>	<u>106</u>
<u>Customer service</u>	<u>30</u>	<u>Detailed demographics</u>	<u>110</u>
<u>Communication</u>	<u>39</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>113</u>
<u>Council direction</u>	<u>44</u>	<u>Appendix B: Further project information</u>	<u>118</u>
<u>Individual service areas</u>	<u>49</u>		
<u>Community consultation and engagement</u>	<u>50</u>		
<u>Lobbying on behalf of the community</u>	<u>54</u>		
<u>Decisions made in the interest of the community</u>	<u>58</u>		
<u>Condition of sealed local roads</u>	<u>62</u>		
<u>Informing the community</u>	<u>66</u>		
<u>Enforcement of local laws</u>	<u>70</u>		
<u>Recreational facilities</u>	<u>74</u>		
<u>Appearance of public areas</u>	<u>78</u>		
<u>Art centres and libraries</u>	<u>82</u>		
<u>Waste management</u>	<u>86</u>		
<u>Business and community development and tourism</u>	<u>90</u>		



Background and objectives

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

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

Now in its twenty-fourth year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

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

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. Inside the 'W', there is a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex web, with some nodes appearing brighter than others.

Key findings and recommendations



East Gippsland Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



East Gippsland
49



Large Rural 52



State-wide 56

Council performance compared to group average

Top 3 performing areas



Waste management

▲ higher



Recreational facilities

= on par



Art centres & libraries

▼ lower

Lowest 3 performing areas



Planning & building permits

= on par



Slashing & weed control

= on par



Sealed local roads

= on par



Customer service

▼ lower



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

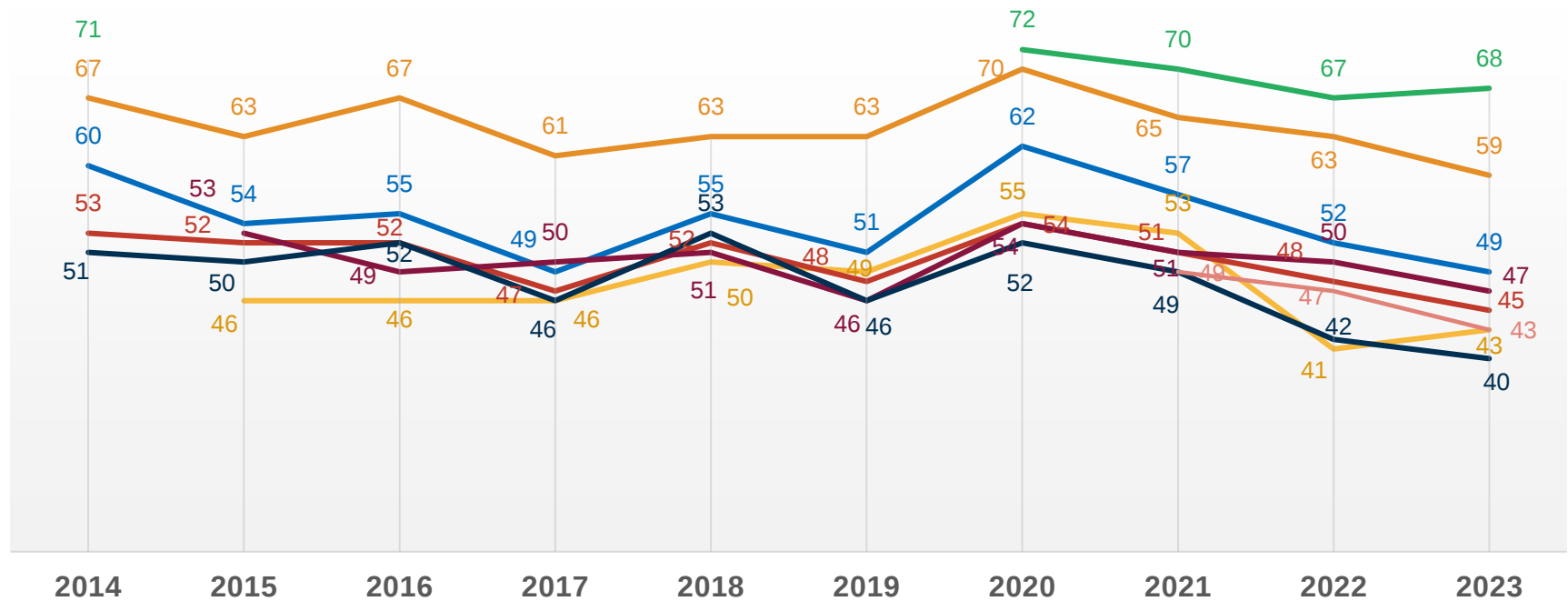

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

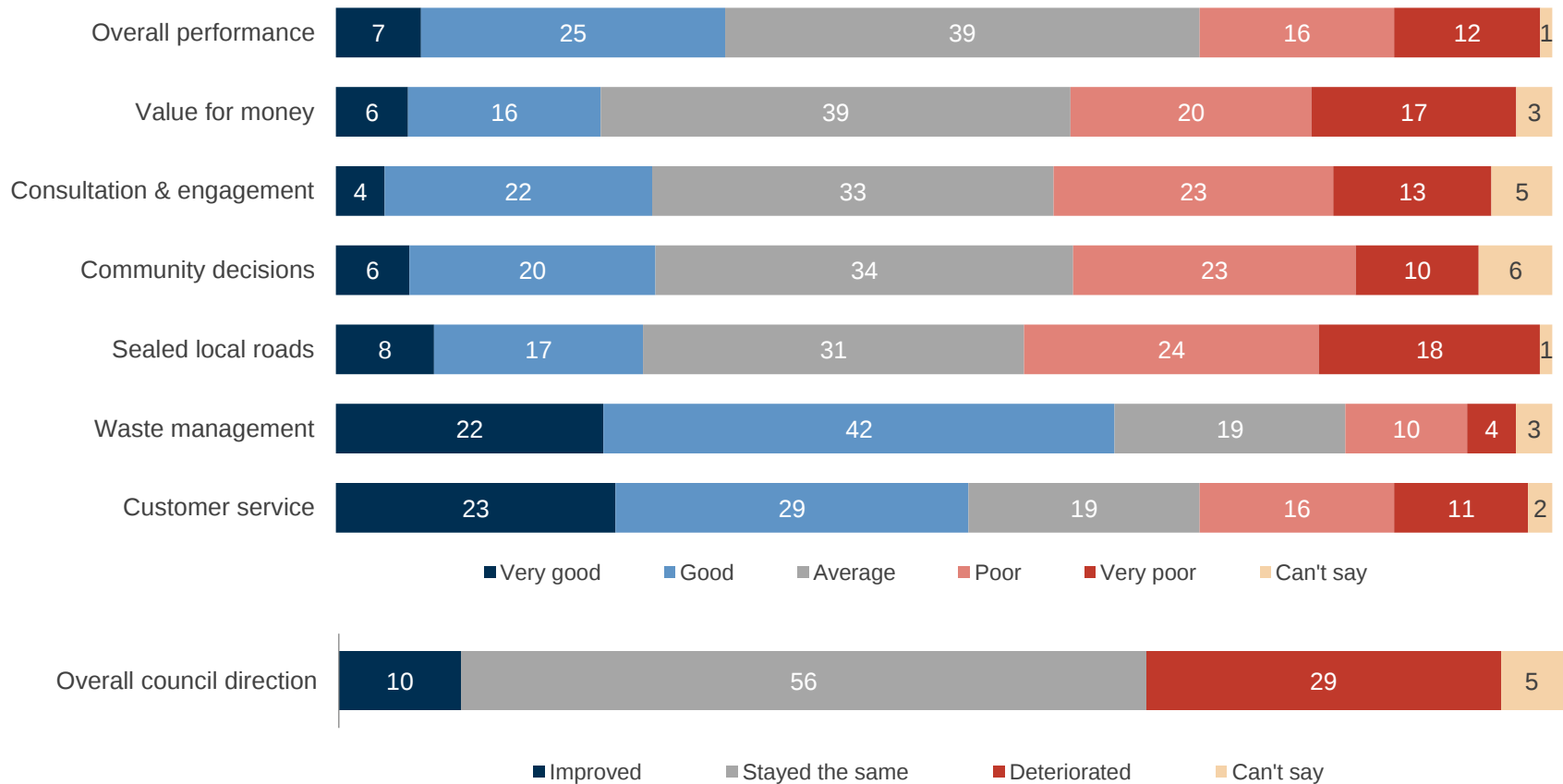

Overall
Council
Direction





Summary of core measures

Core measures summary results (%)





Summary of East Gippsland Shire Council performance

Services		East Gippsland 2023	East Gippsland 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	49	52	52	56	Aged 65+ years,	Aged 18-34 years, Aged 50-64 years
	Value for money	43	47	45	49	Aged 65+ years, 3875	Aged 50-64 years
	Overall council direction	40	42	44	46	3909 residents	Aged 18-34 years
	Customer service	59	63	65	67	3875 residents, Aged 18-34 years	3880 residents
	Waste management	68	67	65	66	3880 residents	Aged 18-34 years
	Recreational facilities	66	66	65	68	Aged 65+ years, 3875 residents	Aged 18-34 years
	Art centres & libraries	63	72	69	73	3875 residents	3909 residents
	Emergency & disaster mngt	60	62	64	65	3875 residents, 3909 residents	Aged 50-64 years
	Appearance of public areas	60	58	65	67	3909 residents	Aged 18-34 years
	Enforcement of local laws	59	60	61	61	3880 residents, 3875 residents	Aged 35-64 years



Summary of East Gippsland Shire Council performance

Services		East Gippsland 2023	East Gippsland 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Bus/community dev./tourism	58	57	56	59	3909 residents	Aged 35-49 years
	Environmental sustainability	56	57	58	60	3909 residents, Aged 65+ years	Aged 18-49 years
	Lobbying	49	50	49	51	3875 residents	Aged 35-49 years
	Community decisions	47	50	48	51	3875 residents	Aged 18-34 years
	Informing the community	47	52	54	57	3875 residents	3880 residents
	Consultation & engagement	45	48	49	52	3875 residents	3880 residents
	Sealed local roads	43	41	40	48	3909 residents, 3875 residents	Aged 50-64 years
	Slashing & weed control	43	36	43	46	3880 residents	Aged 35-64 years
	Planning & building permits	41	40	42	47	3875 residents	3880 residents



Focus areas for the next 12 months

Overview

East Gippsland Shire Council's overall performance had fluctuated over time, but in recent years a steady decline has occurred, returning to the equal lowest rating seen in 2017. That said, some areas of service performance have improved. Waste management and recreational facilities are the service areas that obtained the highest ratings during the period. Perceptions of Council's customer service declined during the year. Ratings of the direction of Council's overall performance have also deteriorated over the last 12 months.

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. Improved communication and transparency with residents about decisions made in the community's interest, particularly on its approach to planning and building permits, are warranted. This, in conjunction with keeping residents well-informed on key local issues and demonstrating efforts to advocate on their behalf, will help shore up perceptions of Council's overall performance.

Comparison to area grouping

Waste management is the service area where Council performs significantly higher than the Large Rural group average. In the majority of service areas evaluated (nine of 15 in total), Council performs on par with the Large Rural group average including business and community development and tourism, lobbying, sealed local roads, slashing and weed control, and recreational facilities. In a small number of service areas (five of 15), Council rates significantly below the Large Rural group average.

A need to abate declines and rebuild

As the results show, perceptions of Council performance has deteriorated over the past 12 months. This is primarily driven by significant declines among residents aged under 50 years. In most service areas, performance ratings among these residents are the lowest to date. Restoring positive perceptions among these residents, and a continued focus on customer service, will be required. Communications will also be important to ensure the community are aware of the actions Council is undertaking.

DETAILED FINDINGS

Overall performance

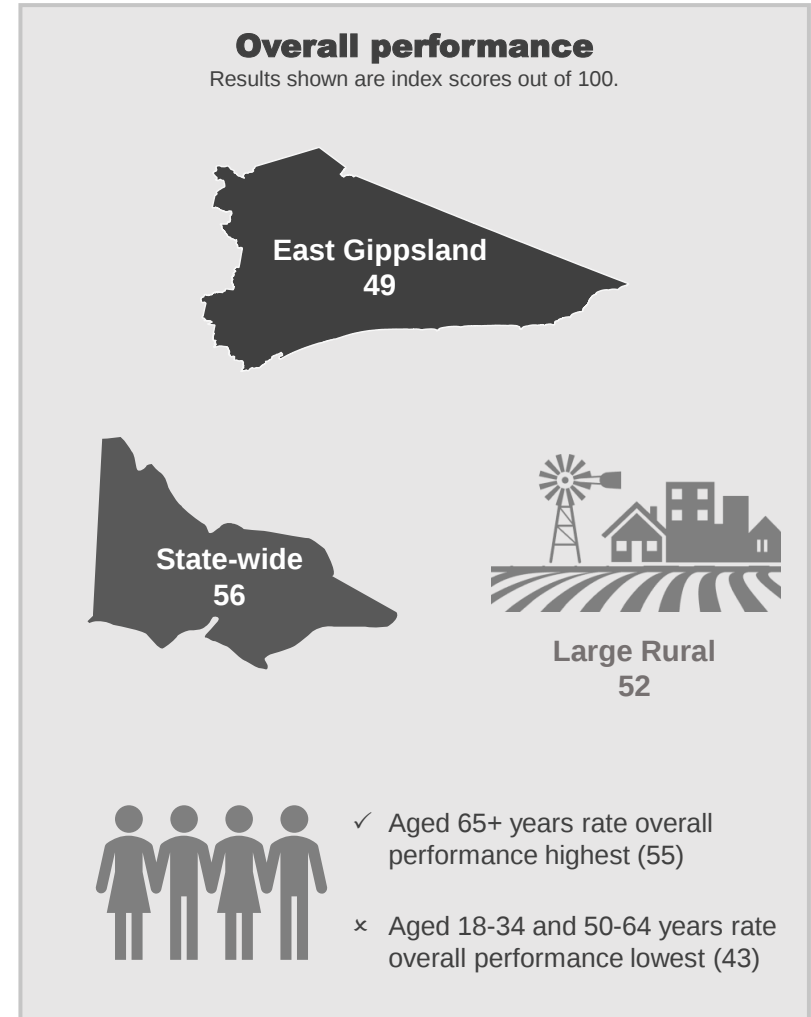


Overall performance

The overall performance index score of 49 for East Gippsland Shire Council represents a three-point decline on the 2022 result. While this is not a significant change, it marks three consecutive years of decline and Council's equal lowest result, last seen in 2017.

- Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the Large Rural group average for councils (index score of 52).
- Overall performance is rated significantly higher among residents aged 65 years and over (index score of 55) and lowest among 18 to 34 and 50 to 64 year olds (both with an index score of 43).
- Perceptions of Council's overall performance is rated similarly by men and women (index scores of 49 and 50 respectively) and do not differ significantly from the Council average.

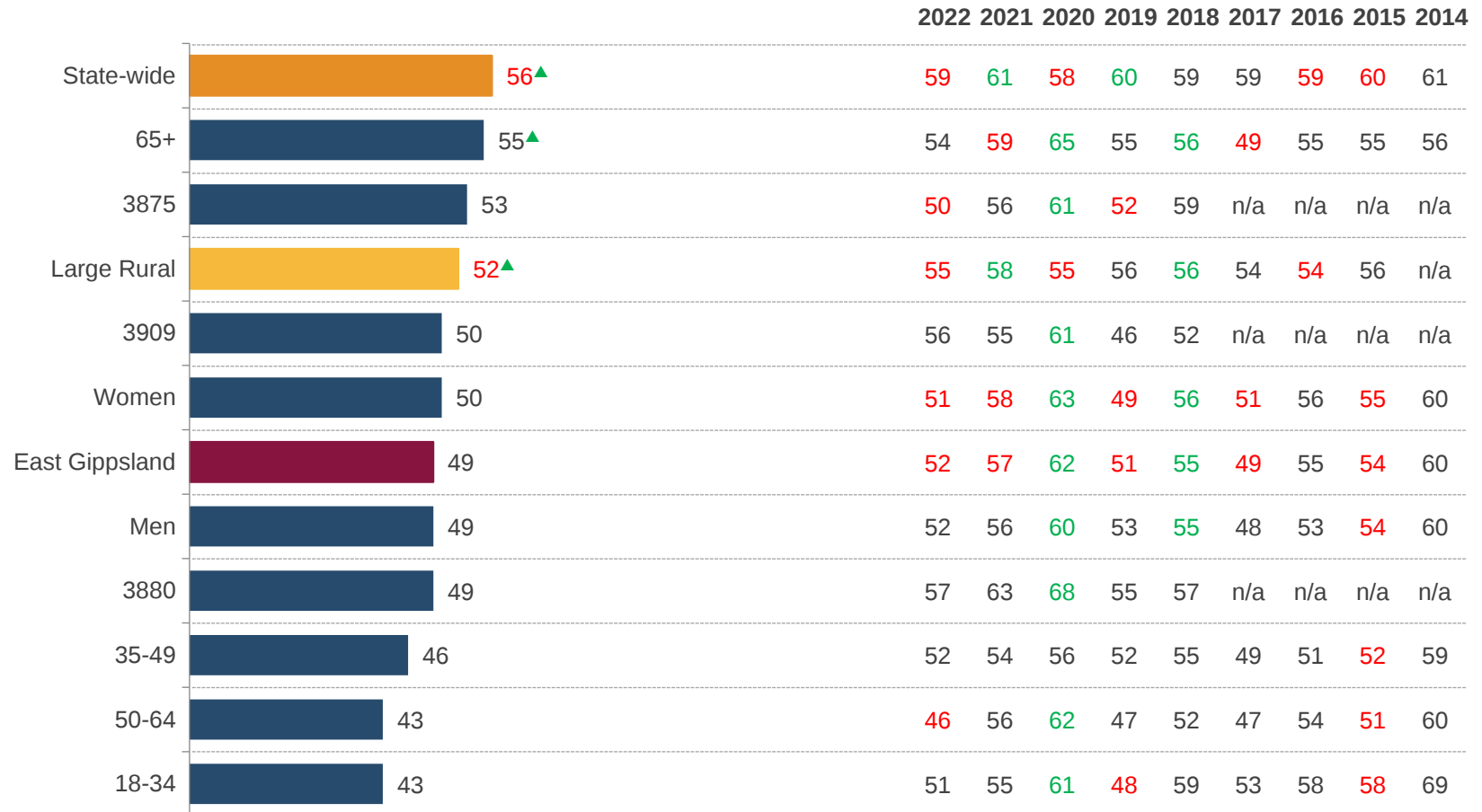
One in five residents (22%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. A further 39% of residents rate Council as 'average', while a similar proportion (37%) rate Council as 'very poor' or 'poor' on providing value for money.





Overall performance

2023 overall performance (index scores)



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

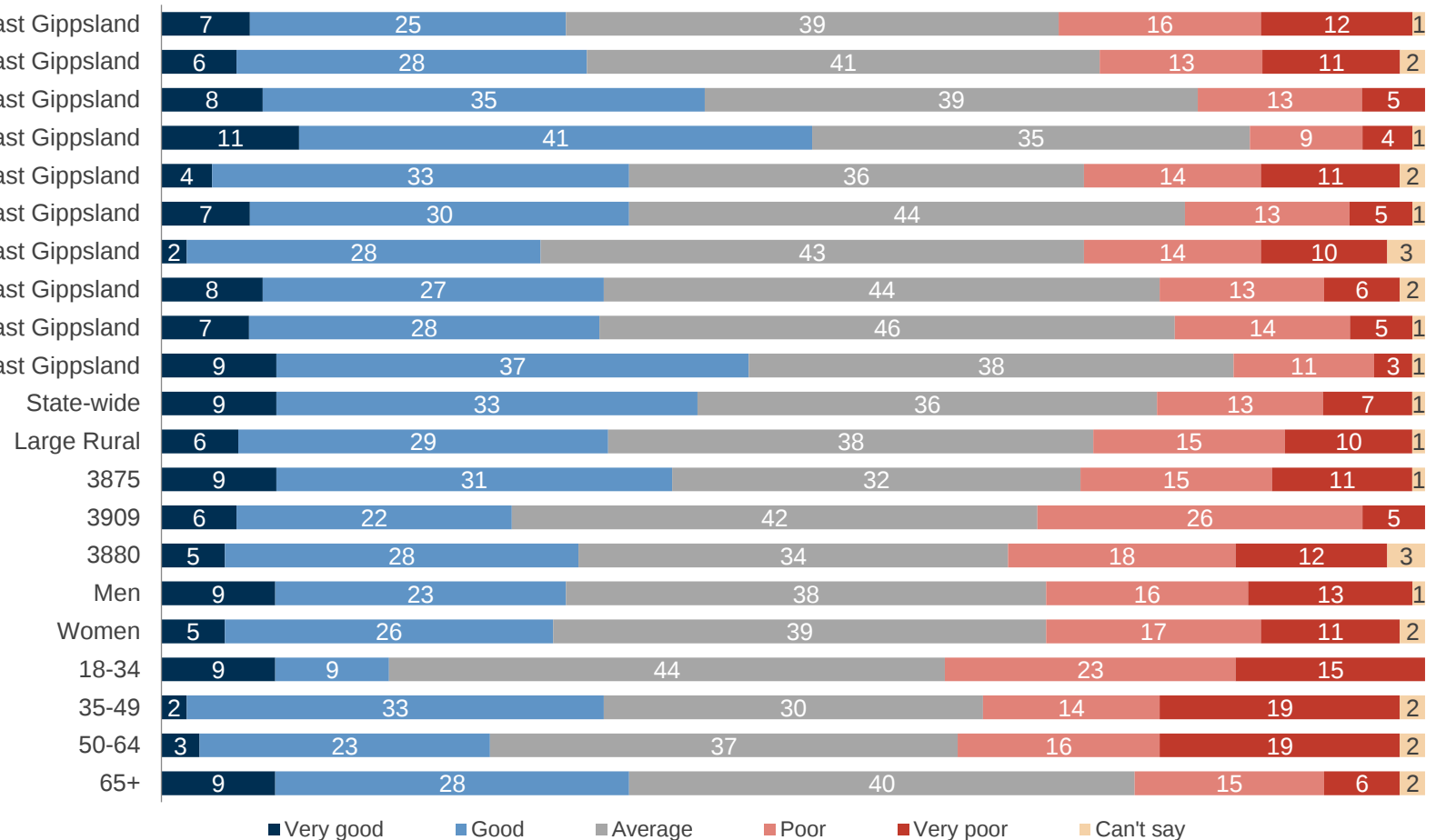
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Overall performance

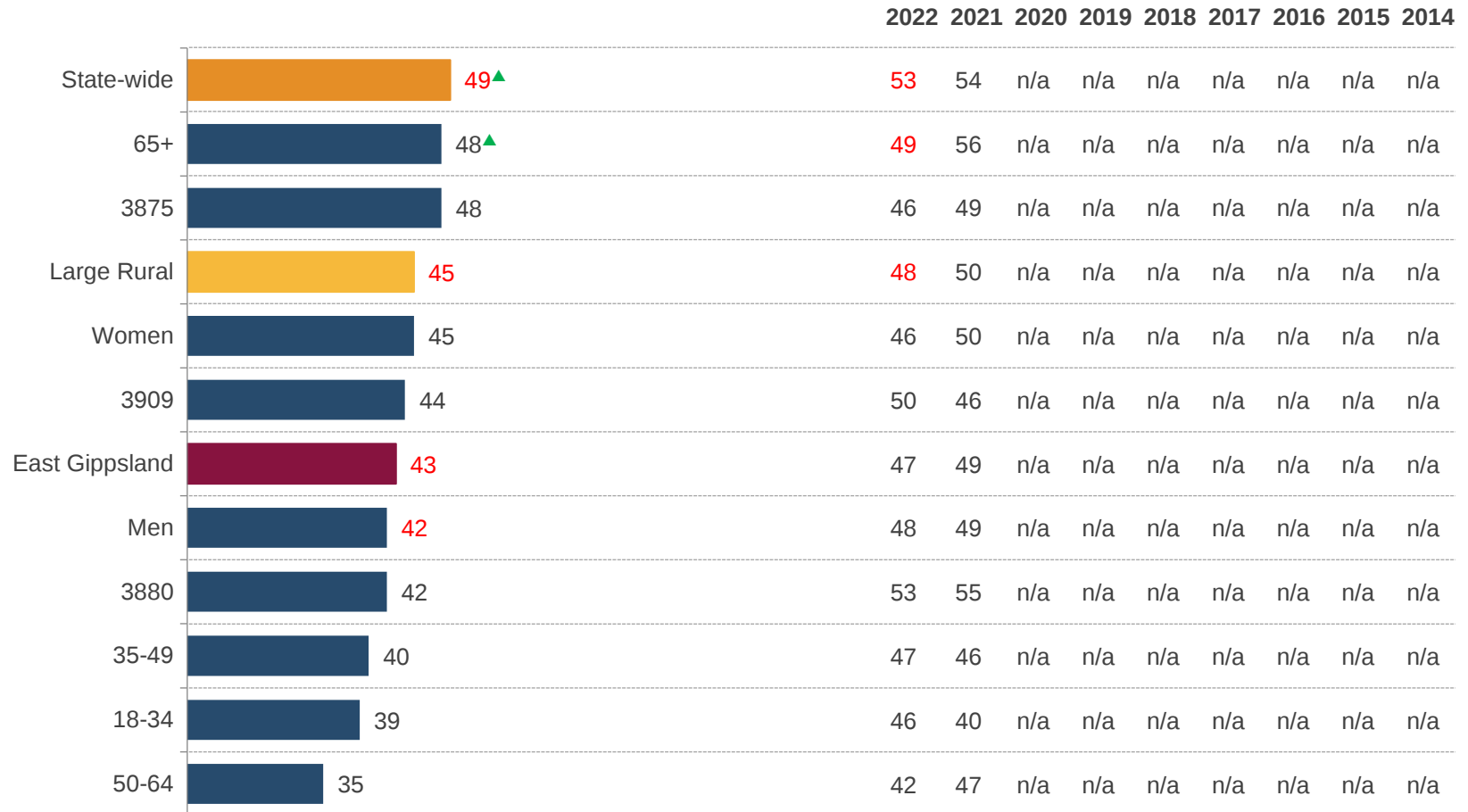
2023 overall performance (%)





Value for money in services and infrastructure

2023 value for money (index scores)



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

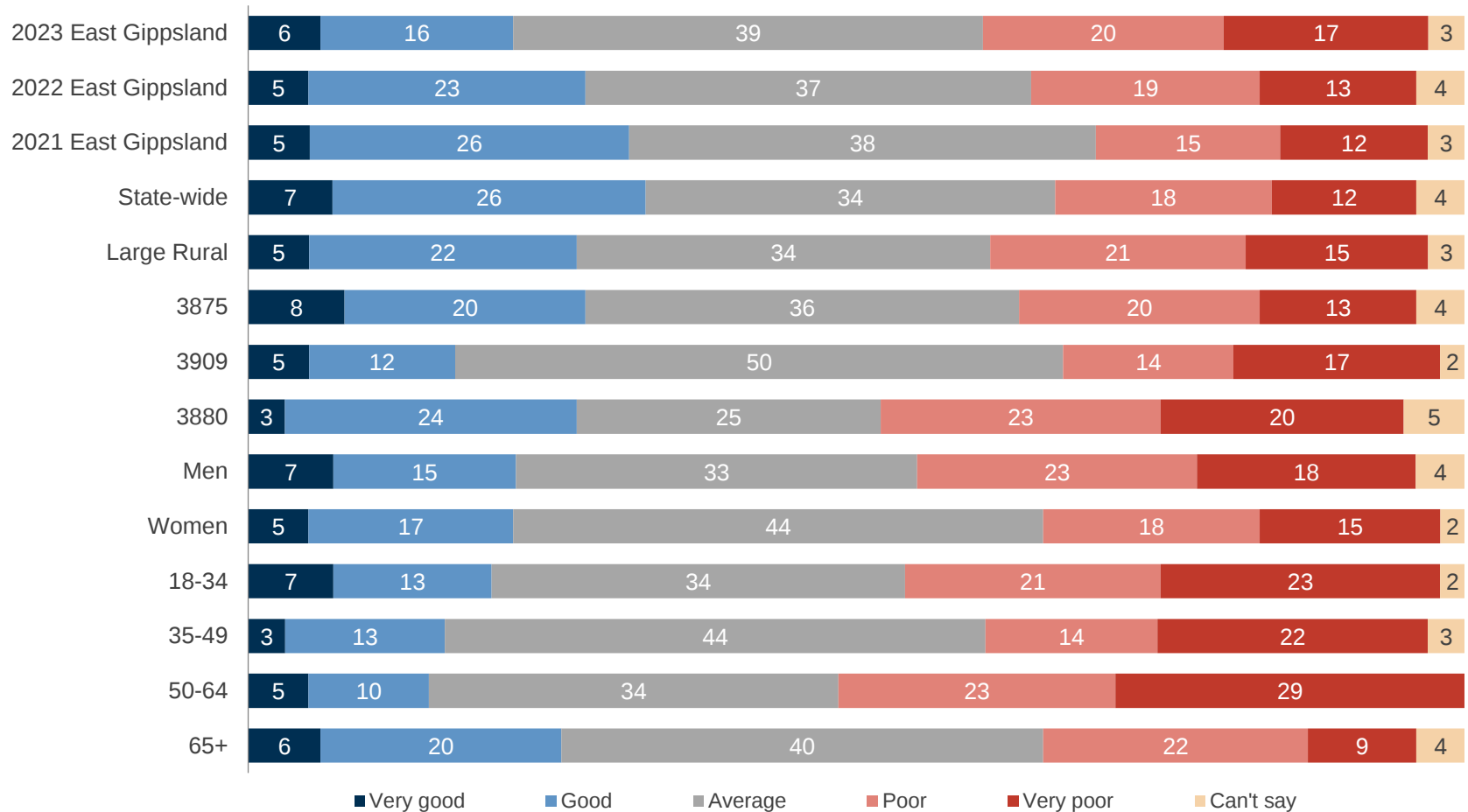
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

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



Value for money in services and infrastructure

2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18



Top performing service areas

Waste management is the area where Council performs best (index score of 68, up one index point from 2022). Council performs significantly higher than the Large Rural group average in this service area.

Recreational facilities is Council's next highest rated service area, followed by art centres and libraries (index scores of 66 and 63 respectively).

- Council's strong performance in the above areas is further affirmed by the fact that recreational/sporting facilities, waste management, and libraries are among the most commonly nominated services that residents consider to be the best thing about Council.
- In each of the aforementioned service areas, ratings are higher among residents aged 65 years and over, and lower among those aged under 50 years.

Of note, Council's rated performance in the area of art centres and libraries saw a significant nine-point decline, reaching record-low results across all demographic groups. Council now rates below the Large Rural group average in this service area. Art centres and libraries is shown to have a moderate to strong influence on overall performance perceptions, so Council must make concerted efforts to restore perceptions in this area to boost its overall performance rating in the year ahead.



Waste management (index score of 68) is the area where Council performed best in 2023.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of planning and building permits (index score of 41).

Council rates lowest in the area of planning and building permits (index score of 41). This service area is shown to have a moderate to strong influence on overall performance perceptions, so advances in this area should remain a priority for Council in the year ahead.

- Since the 2022 result, performance perceptions of planning and building permits declined significantly among 18 to 34 year-olds, who had historically rated Council above average in this area.

Roadside slashing and weed control, and the condition of sealed local roads are Council's next lowest rated service areas (both with an index score of 43).

Positively, performance perceptions of slashing and weed control improved significantly, demonstrating Council's efforts over the last year have been effective. However, this remains well below the baseline index score of 50 recorded in 2021.

Ratings of Council's performance in each of the aforementioned service areas is on par with the Large Rural group averages.

In line with these results, sealed road maintenance (12%), town planning / permits / red tape (9%) and median strips / nature strips (6%) remain among the areas most frequently cited as needing to improve.



Individual service area performance

2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Waste management	68	67	70	72	n/a	n/a	n/a	n/a	n/a	71
Recreational facilities	66	66	67	71	n/a	n/a	n/a	n/a	n/a	69
Art centres & libraries	63	72	72	75	n/a	n/a	n/a	74	n/a	73
Emergency & disaster mngt	60	62	69	73	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	60	58	69	74	n/a	n/a	n/a	n/a	n/a	72
Enforcement of local laws	59	60	61	64	n/a	n/a	n/a	n/a	n/a	62
Bus/community dev./tourism	58	57	57	n/a	n/a	n/a	n/a	59	n/a	63
Environmental sustainability	56	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	49	50	54	56	46	50	49	50	51	54
Community decisions	47	50	51	54	46	51	50	49	53	n/a
Informing the community	47	52	55	58	n/a	n/a	n/a	55	n/a	n/a
Consultation & engagement	45	48	51	54	48	52	47	52	52	53
Sealed local roads	43	41	53	55	49	50	46	46	46	n/a
Slashing & weed control	43	36	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	41	40	42	n/a	n/a	n/a	n/a	46	n/a	n/a

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

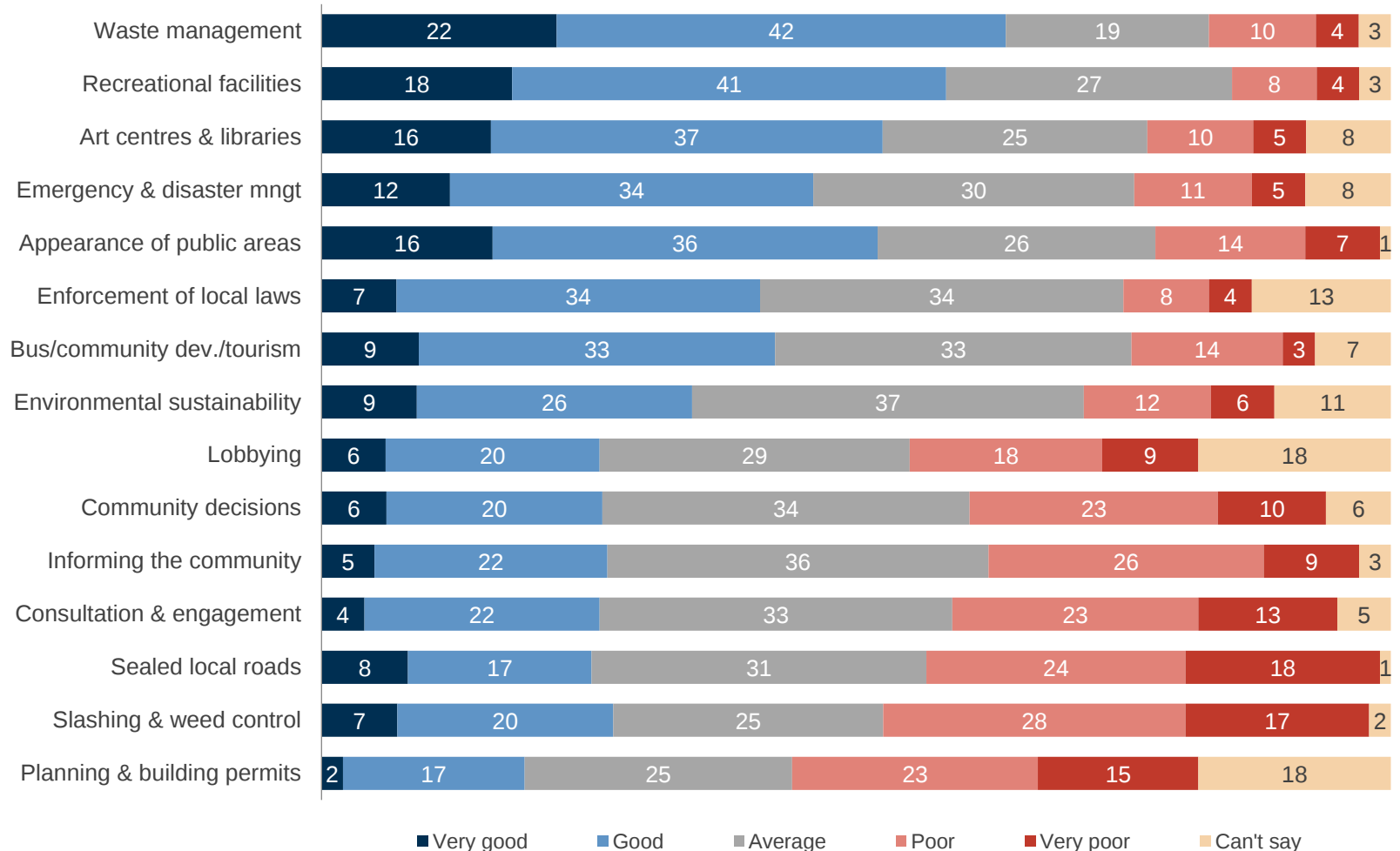
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Individual service area performance

2023 individual service area performance (%)





Individual service area importance

2023 individual service area importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Sealed local roads	81	84	80	83	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	81	84	81	82	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	79	85	84	86	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	79	80	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	79	79	81	80	n/a	n/a	n/a	77	n/a	n/a
Consultation & engagement	78	77	78	79	n/a	n/a	n/a	n/a	n/a	n/a
Slashing & weed control	78	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	74	77	77	77	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	73	71	72	n/a	n/a	n/a	n/a	69	n/a	n/a
Bus/community dev./tourism	71	72	78	n/a	n/a	n/a	n/a	74	n/a	n/a
Recreational facilities	71	74	74	77	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	68	70	71	71	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	68	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	67	66	66	67	n/a	n/a	n/a	66	n/a	n/a
Enforcement of local laws	66	68	67	70	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

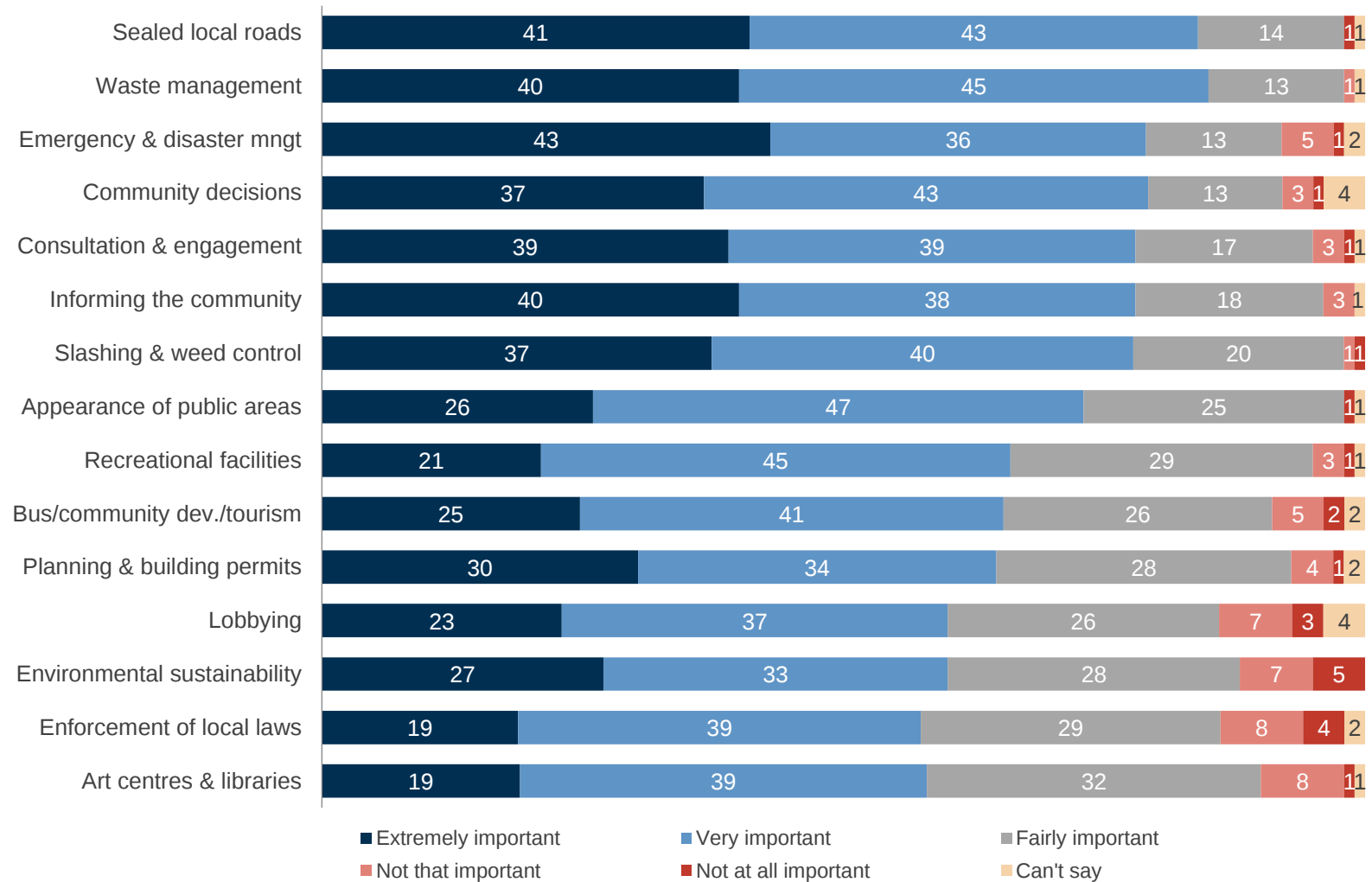
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10

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



Individual service area importance

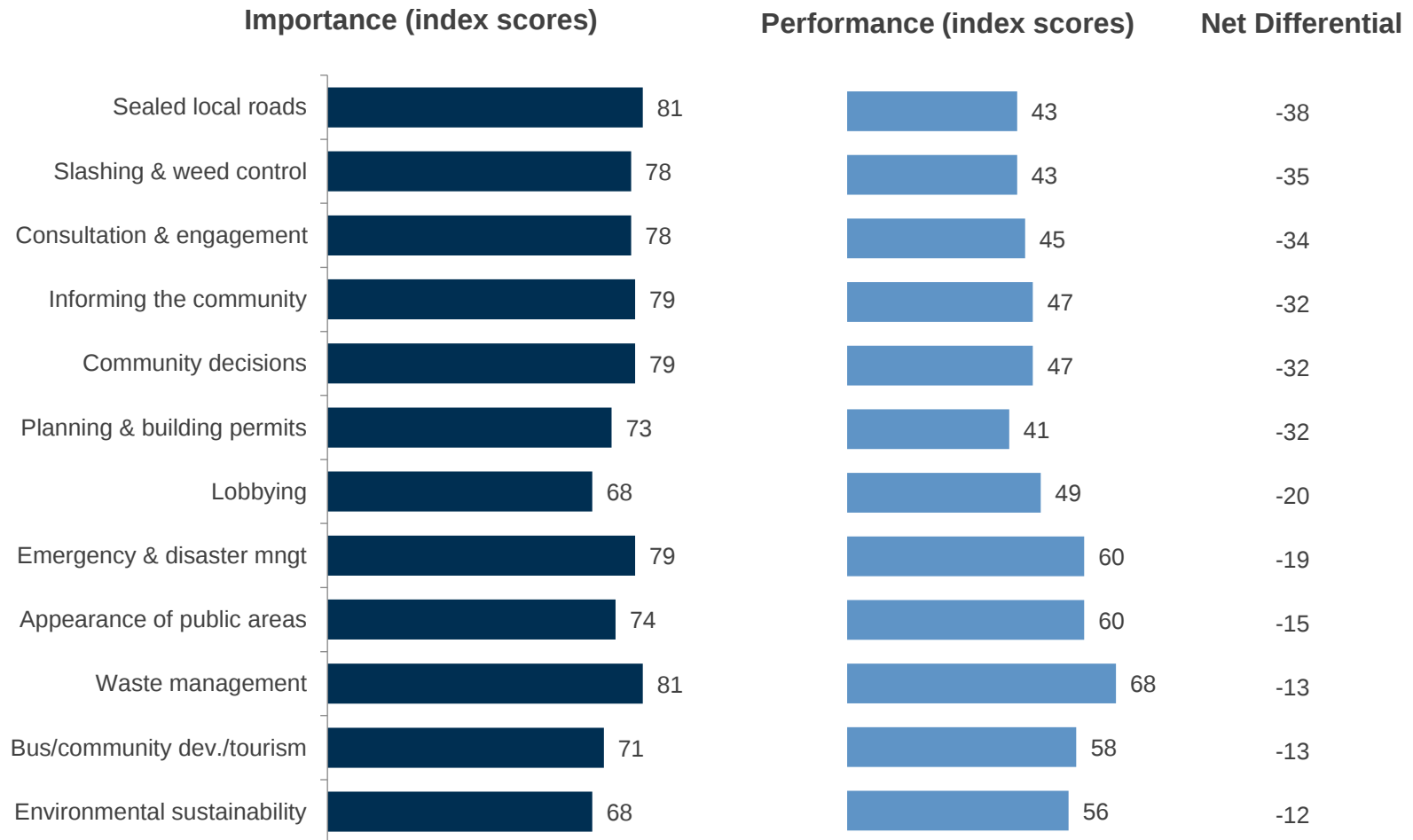
2023 individual service area importance (%)





Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

The individual service 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. This is currently one of Council's poorest performing areas (index score of 47).

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

- Informing the community
- Emergency management
- Lobbying on behalf of the community
- The appearance of public areas
- Planning and building permits
- Art centres and libraries.

Looking at these key service areas only, art centres and libraries, emergency management and the appearance of public areas are its best performing areas (index of 63, 60 and 60 respectively) and have a

moderate to strong influence on the overall performance rating.

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

In addition to Council's decision making processes, most in need of attention are the related areas of informing the community and lobbying, which are rated as poor (index of 47 and 49 respectively) and are relatively strong influences on overall community opinion.

Council is also seen to perform poorly on the more moderate influence of planning and building permits (index of 41).

It will be important to keep residents well informed about key local issues and Council activities, demonstrate Council efforts to advocate on their behalf, and address concerns about Council's handling of planning and building permits, to improve overall perceptions of Council performance.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

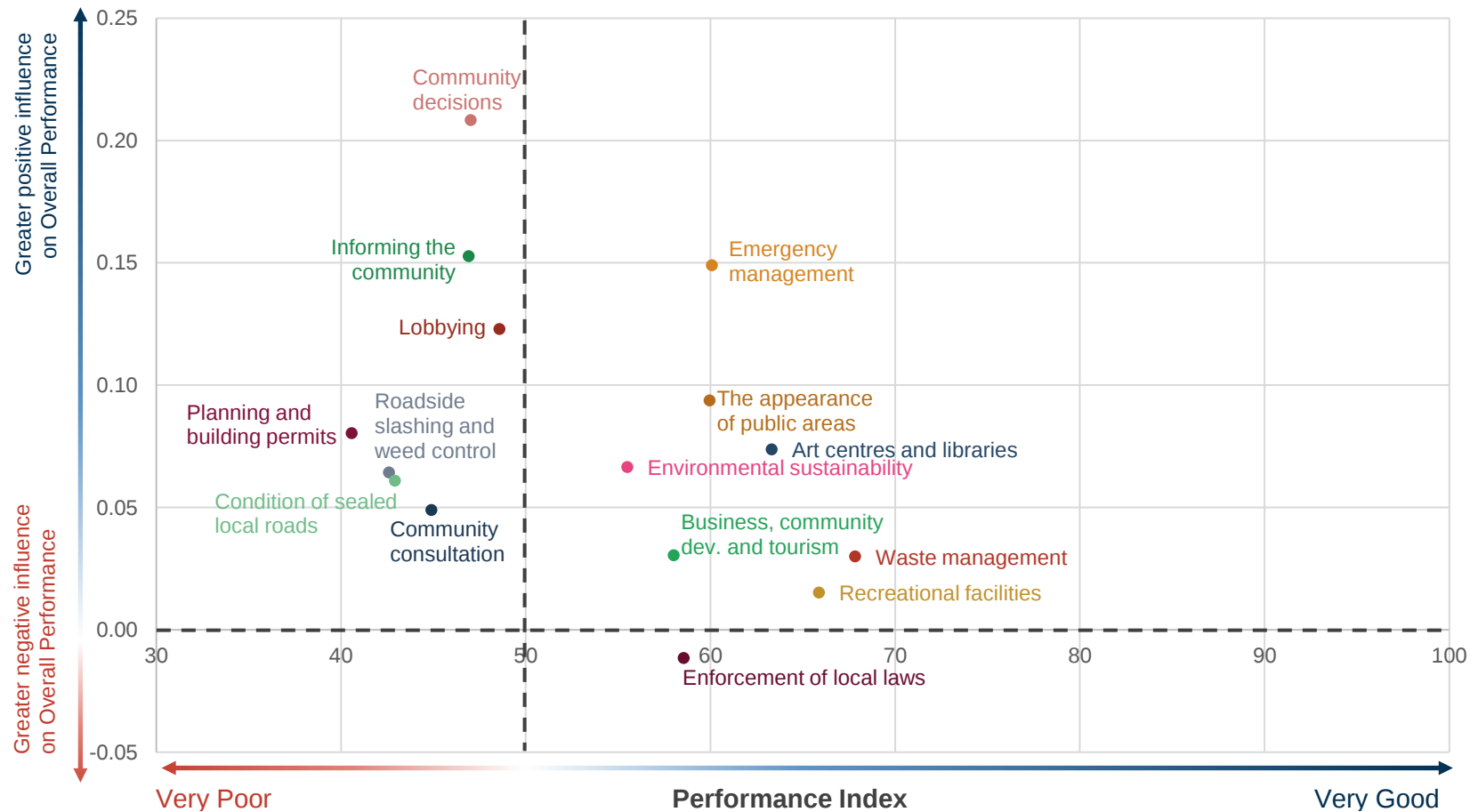
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

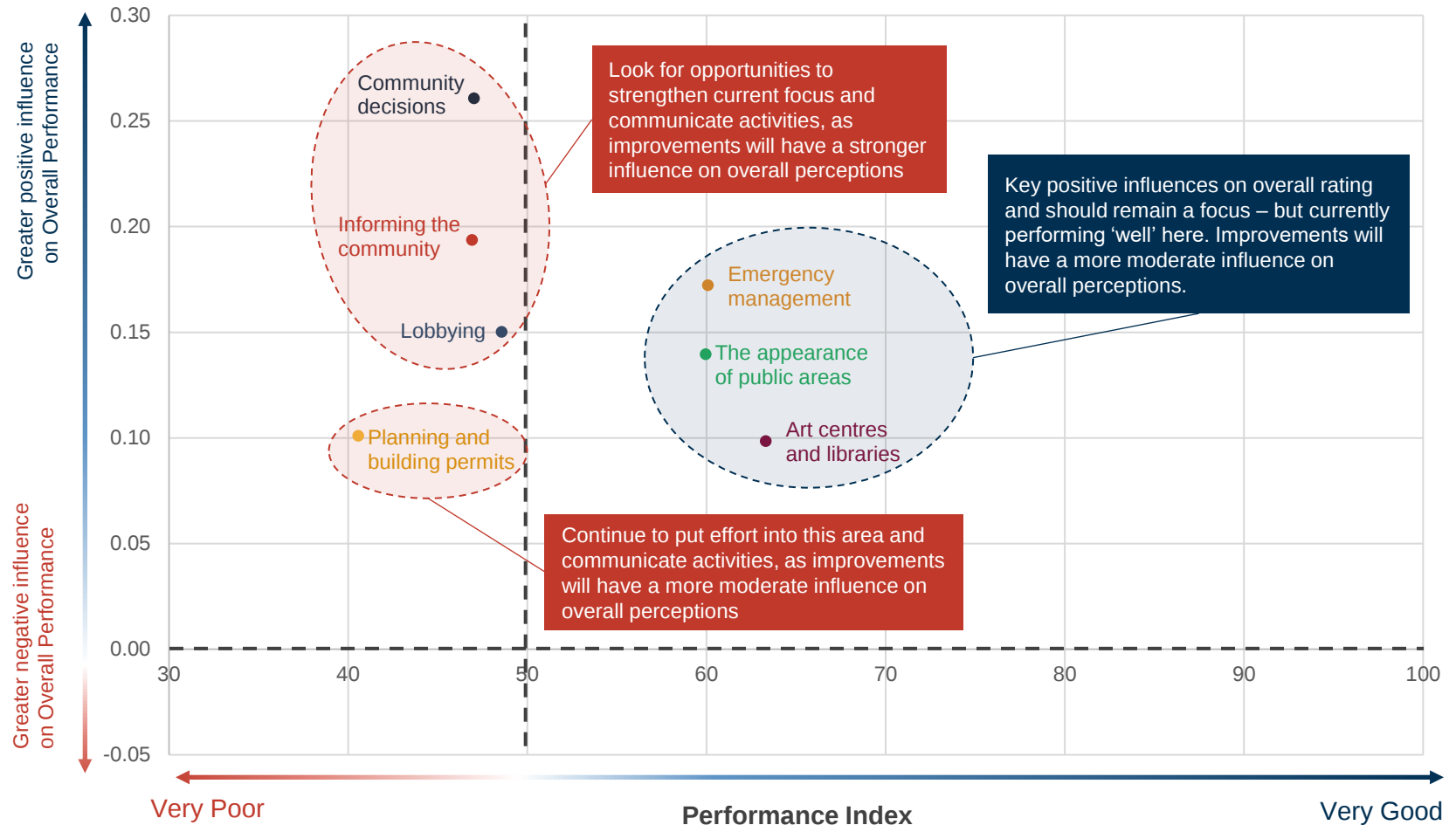


The multiple regression analysis model above (all service areas) has an R^2 value of 0.642 and adjusted R^2 value of 0.628, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 45.91$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)

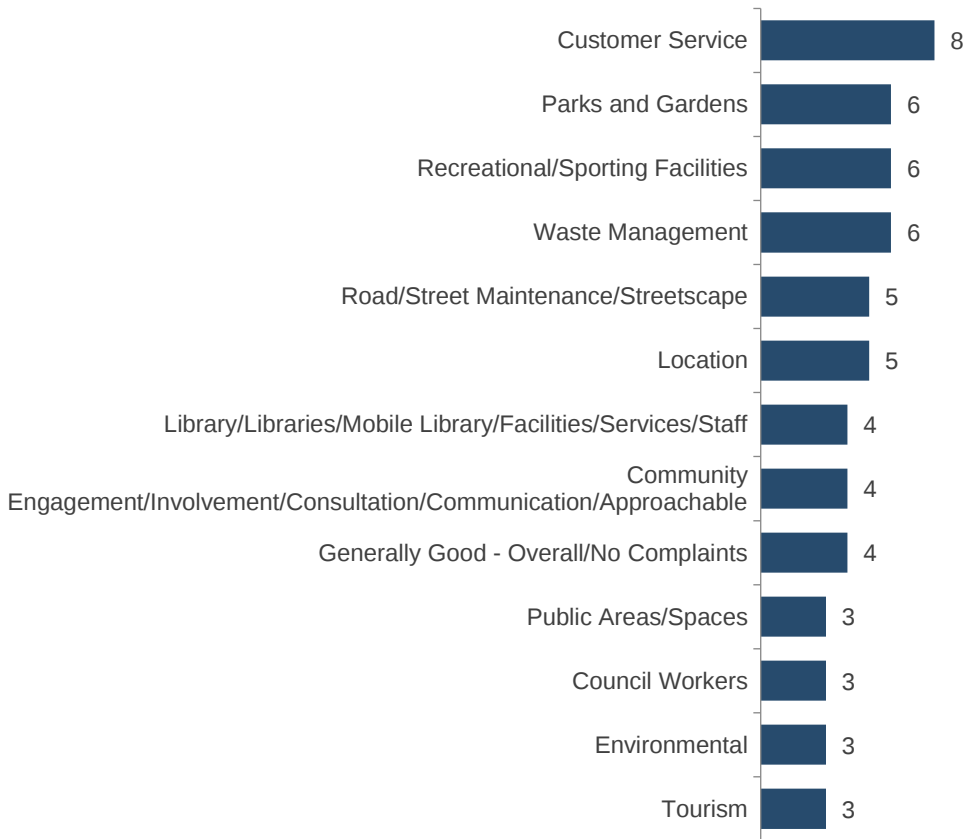


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.626 and adjusted R^2 value of 0.619, which means that 62% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 93.78$.



Best things about Council and areas for improvement

2023 best things about Council (%)
- Top mentions only -



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



Q16. Please tell me what is the ONE BEST thing about East Gippsland Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 12

Q17. What does East Gippsland Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 16

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

Three in five households (60%) have had contact with East Gippsland Shire Council in the last 12 months – three percentage points lower than last year. Rate of contact is highest among residents aged 18 to 34 years (70%), and remains lowest among those aged 65 years and over (53%). Telephone (34%) remains the main method of contact despite year-on-year declines, ahead of in-person (27%) and email (23%). In-person contact increased by seven percentage points from 2022.



Among those residents who have had contact with Council, 52% provide a positive customer service rating of 'very good' or 'good', including 23% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 59 represents a four-point decline on the previous result, and the lowest to date.

- Council's customer service is rated significantly lower than the Large Rural group average (index score of 65).

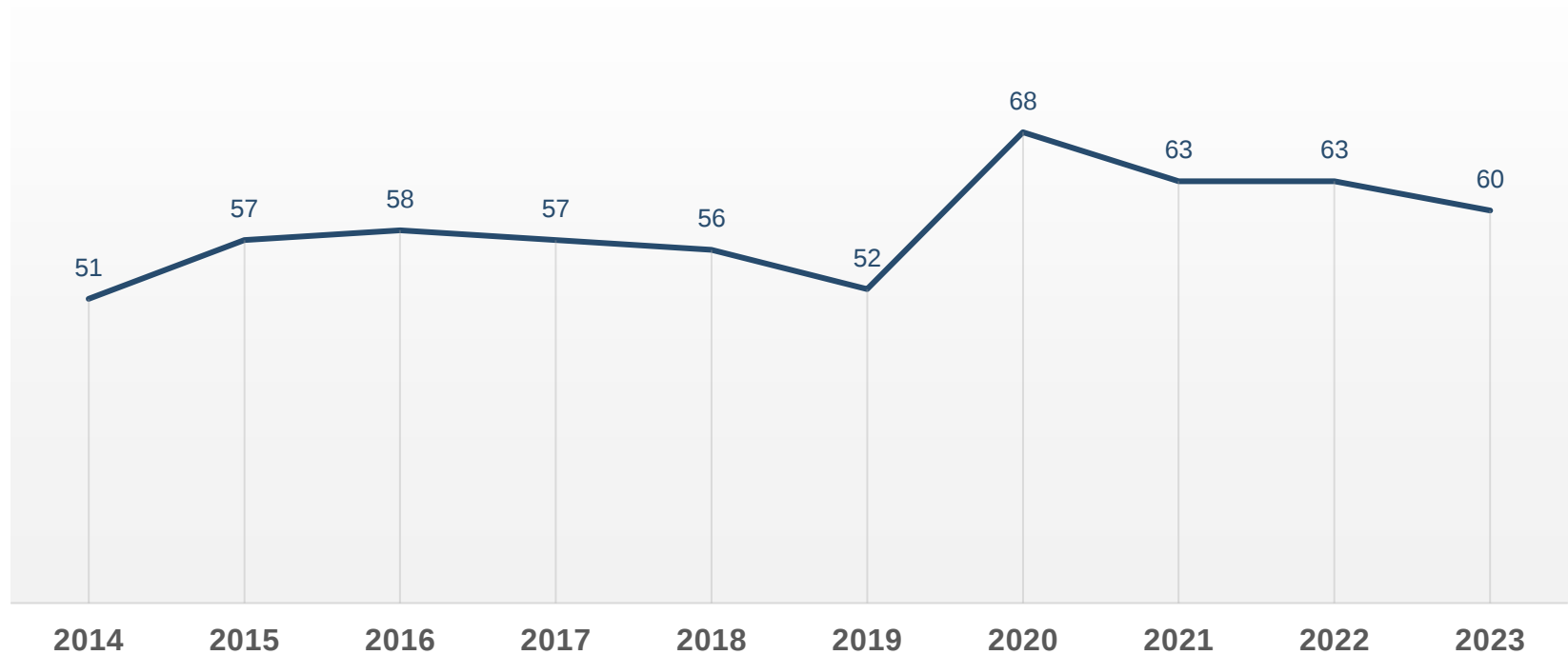
Customer service is rated highest among residents aged 18 to 34 years (index score of 65) – perceptions of customer service have also improved among this age group in the last year (although not significantly so). As 18 to 34 year-olds have the most contact with Council, this suggests that efforts during contact with these residents have been effective in bolstering customer service ratings. Efforts to replicate this among other cohorts will be required to lift overall ratings.

- Of note, ratings of Council's customer service via telephone (which is the main method of contact for a third of residents) declined significantly.



Contact with council

2023 contact with council (%)
Have had contact



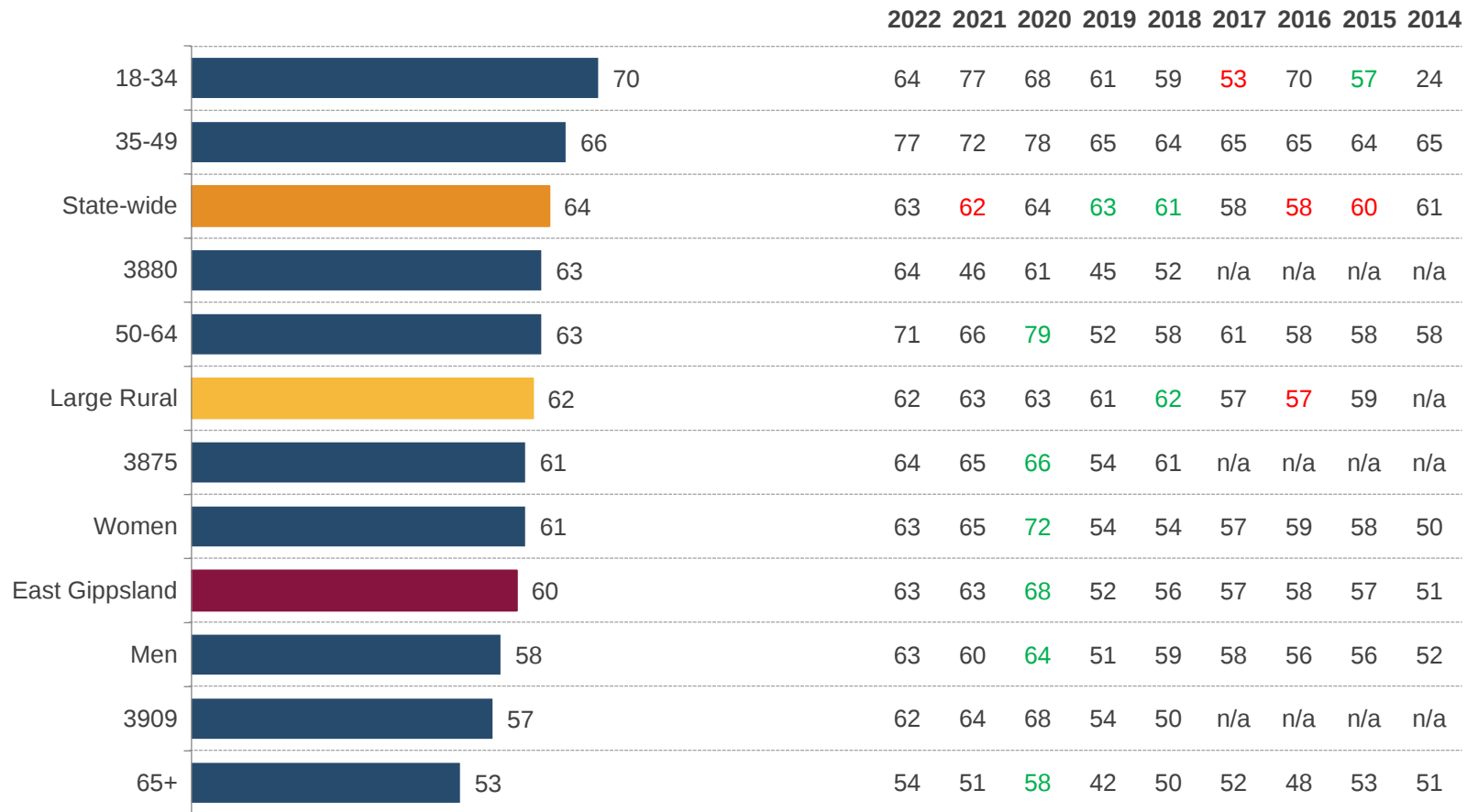
Q5a. Have you or any member of your household had any recent contact with East Gippsland Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Contact with council

2023 contact with council (%)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67▲	68	70	70	71	70	69	69	70	72
3875	65	61	64	66	65	64	n/a	n/a	n/a	n/a
Large Rural	65▲	67	68	68	69	67	66	67	67	n/a
18-34	65	61	67	71	53	58	75	73	68	69
Women	64	67	71	74	66	63	62	70	65	66
35-49	60	69	60	65	72	63	58	66	55	70
East Gippsland	59	63	65	70	63	63	61	67	63	67
50-64	58	58	70	74	57	66	58	64	67	66
65+	57	64	65	70	69	64	59	65	62	66
Men	55	59	59	65	61	63	60	63	61	69
3909	53	62	65	70	60	57	n/a	n/a	n/a	n/a
3880	51	61	56	76	62	60	n/a	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate East Gippsland Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

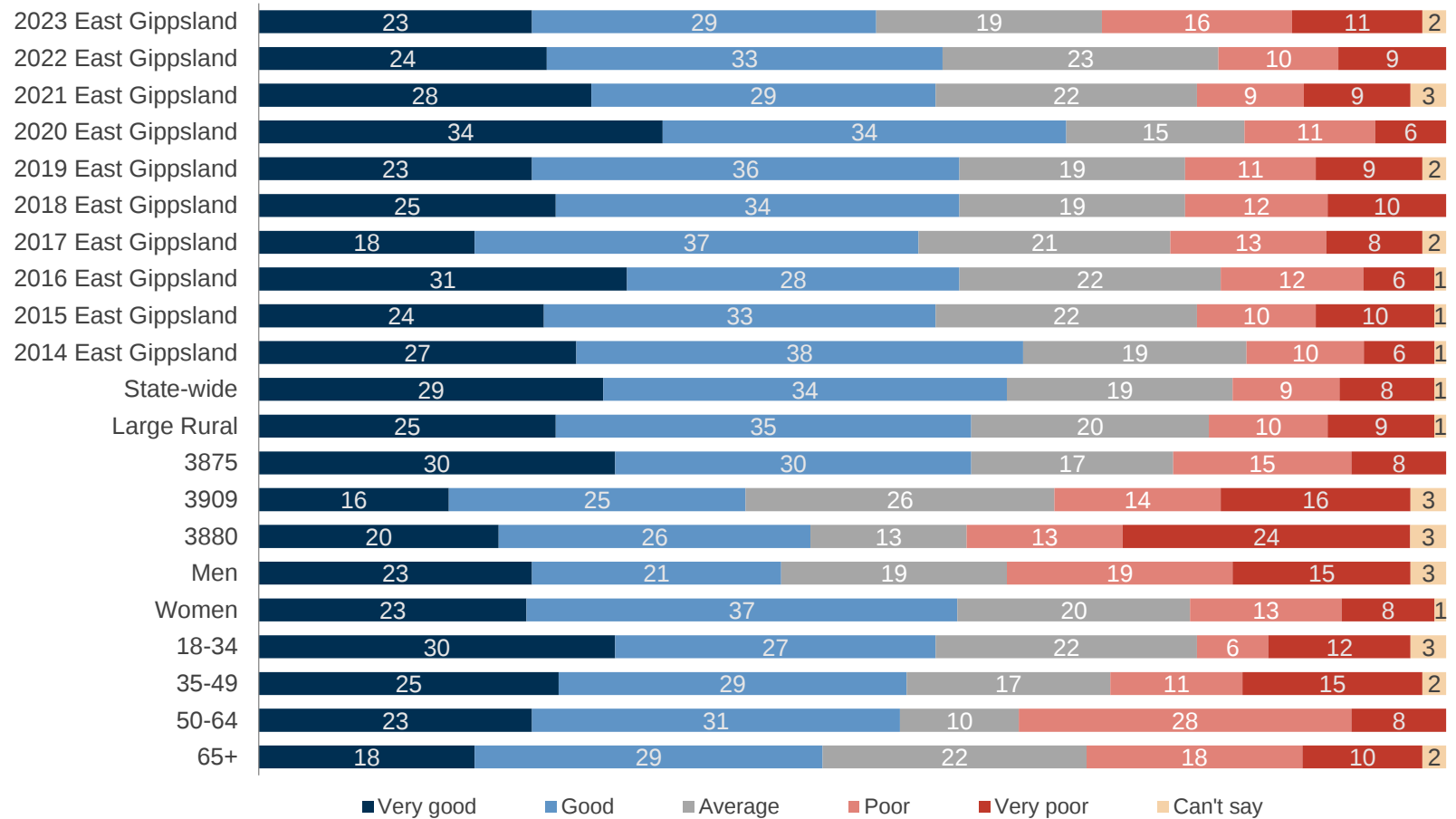
Councils asked State-wide: 66 Councils asked group: 18

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



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate East Gippsland Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 66 Councils asked group: 18



Method of contact with council

2023 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



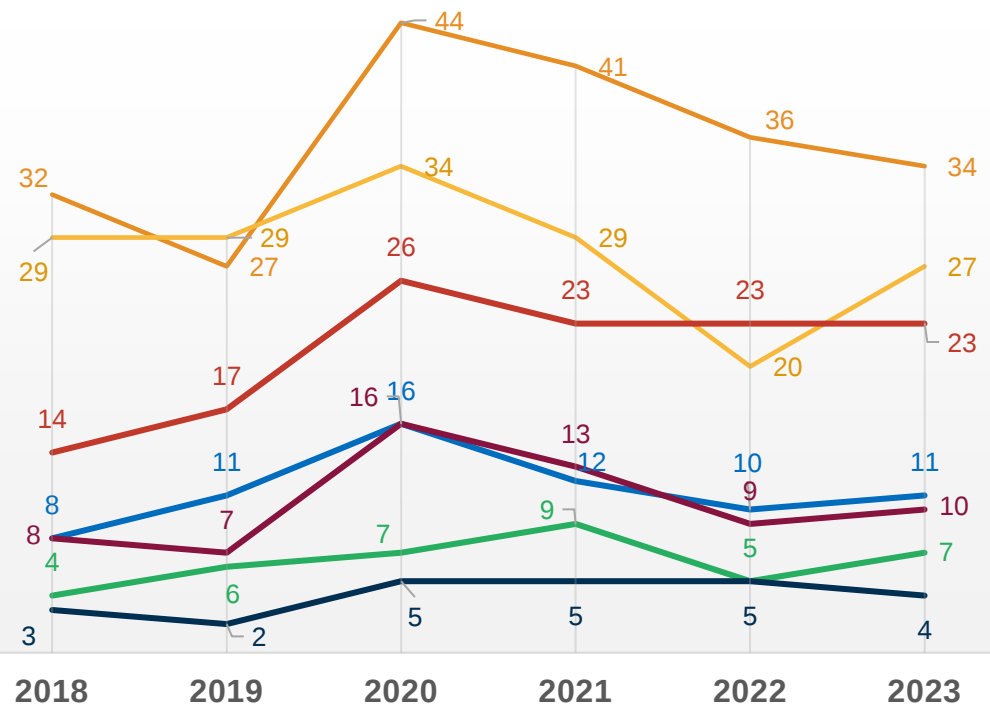
By Email



Via Website



By Social Media



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

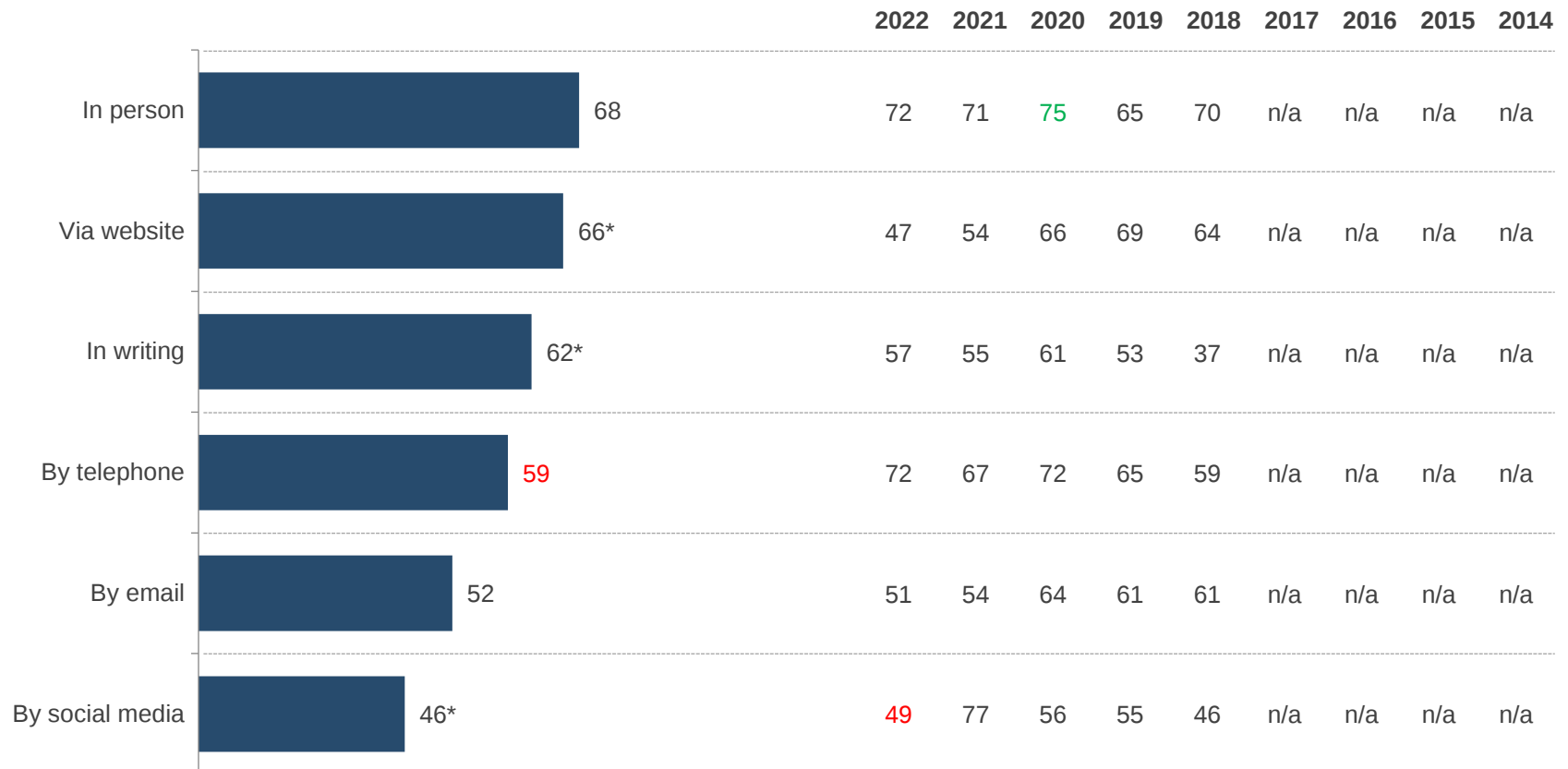
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate East Gippsland Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 8

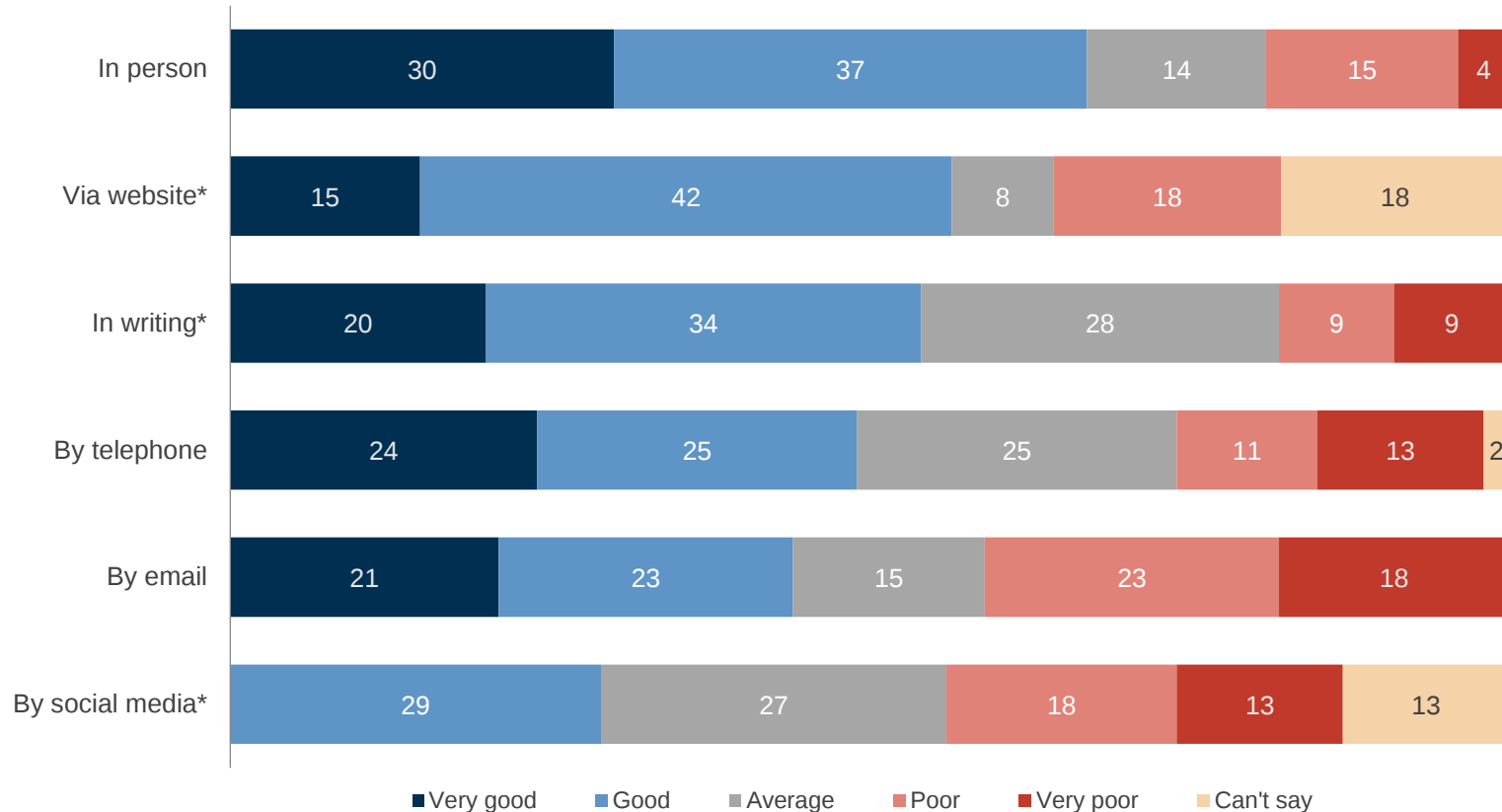
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate East Gippsland Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 25 Councils asked group: 8

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from East Gippsland Shire Council about news, information and upcoming events, remains newsletters sent via email (28%), followed by mailed newsletters (21%). Beyond this, advertising in a local newspaper (19%) and social media (13%) are nominated as preferred communication methods.

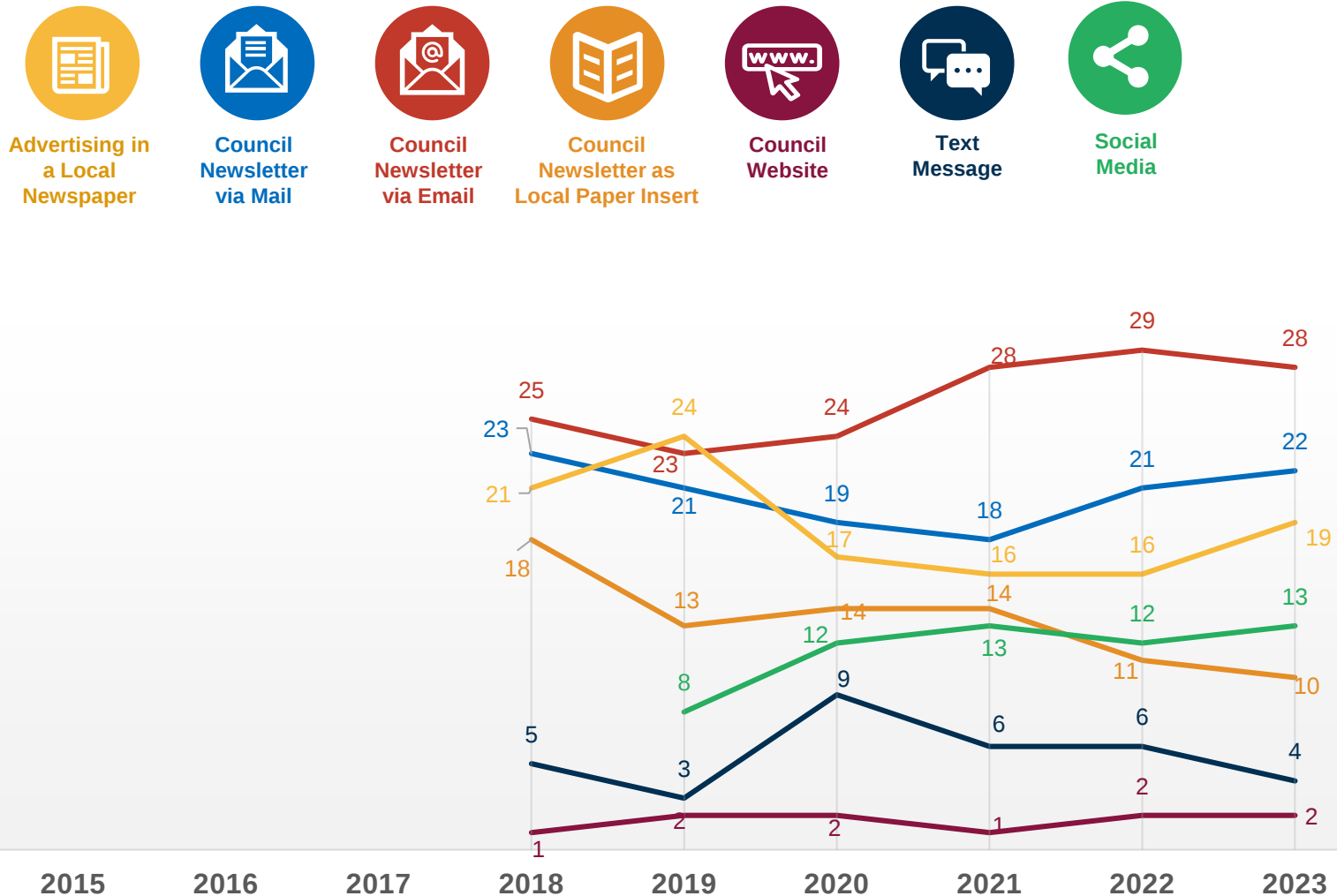
- Among residents aged under 50 years, emailed newsletters (30%) and social media (29%) are most preferred. After a sharp decline in the previous evaluation, preference for social media among under 50s has increased and is now similar to the 2021 result. Preference for mailed newsletters (13%) remains lower among this age group.
- Among residents aged over 50 years, newsletters sent via mail (27%) or email (26%) are most preferred, and there is increased interest in advertising in local newspapers (23%, compared to 16% in 2022).





Best form of communication

2023 best form of communication (%)



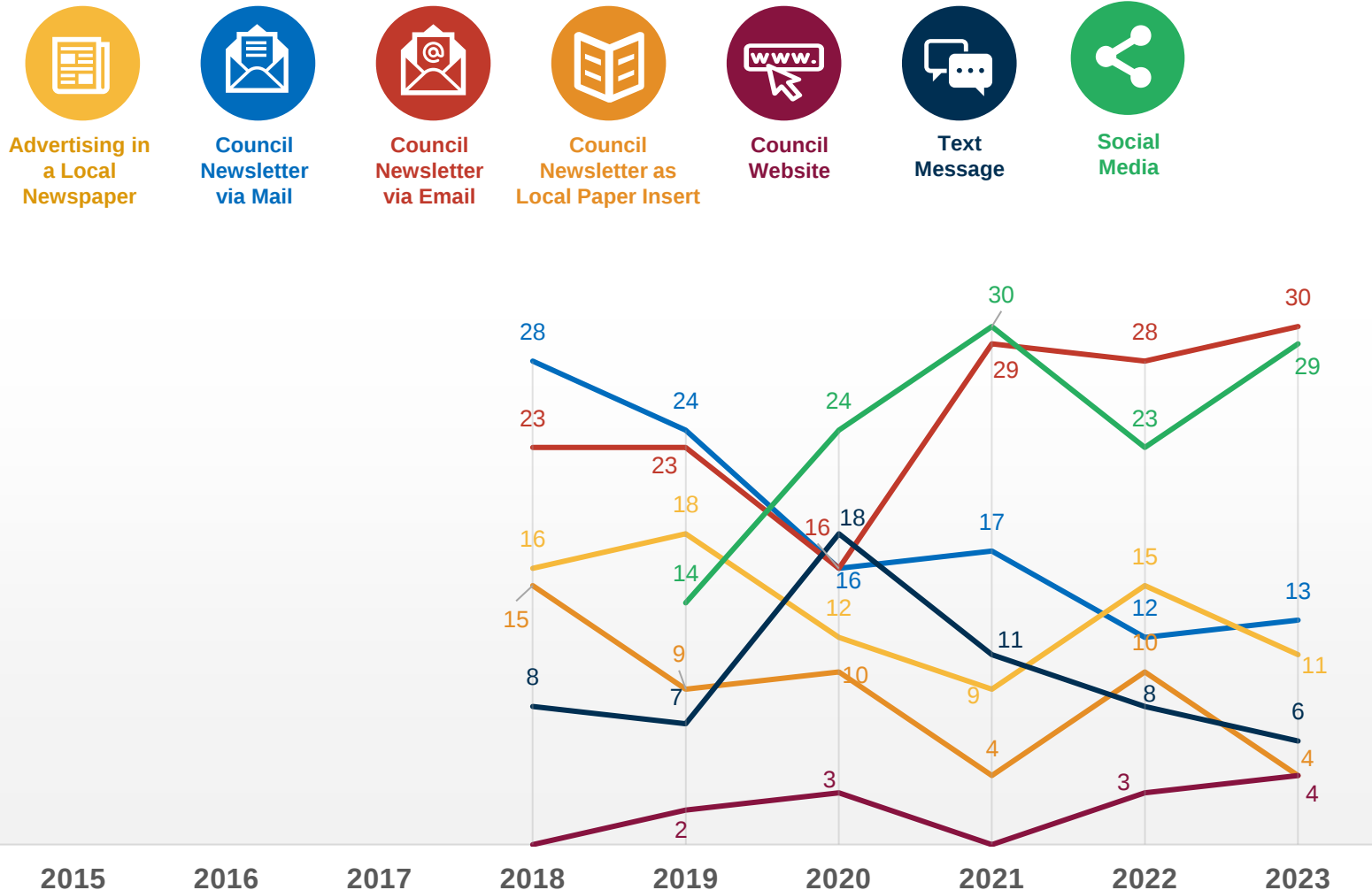
Q13. If East Gippsland Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10
Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2023 under 50s best form of communication (%)



Q13. If East Gippsland Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

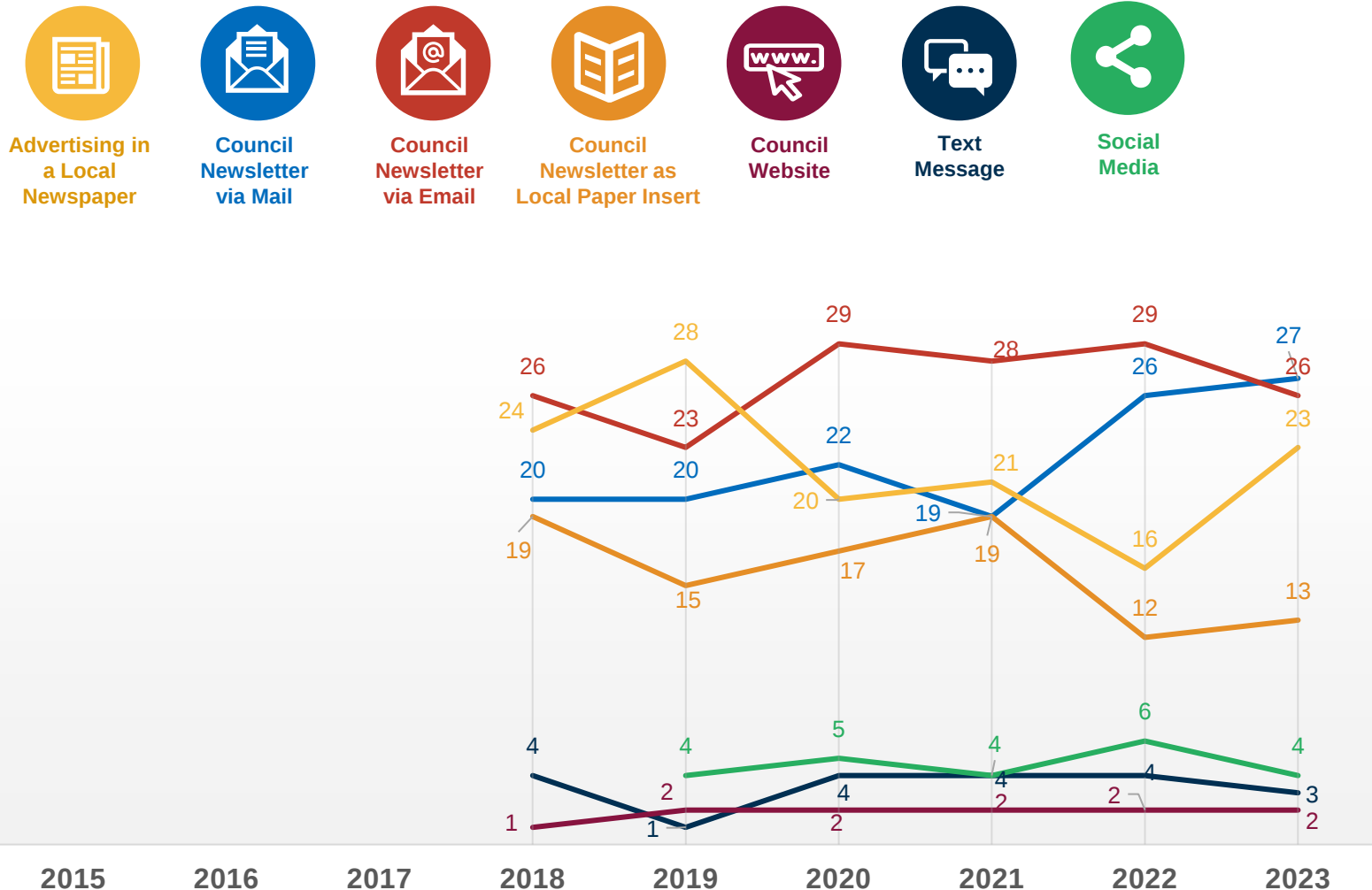
Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If East Gippsland Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction

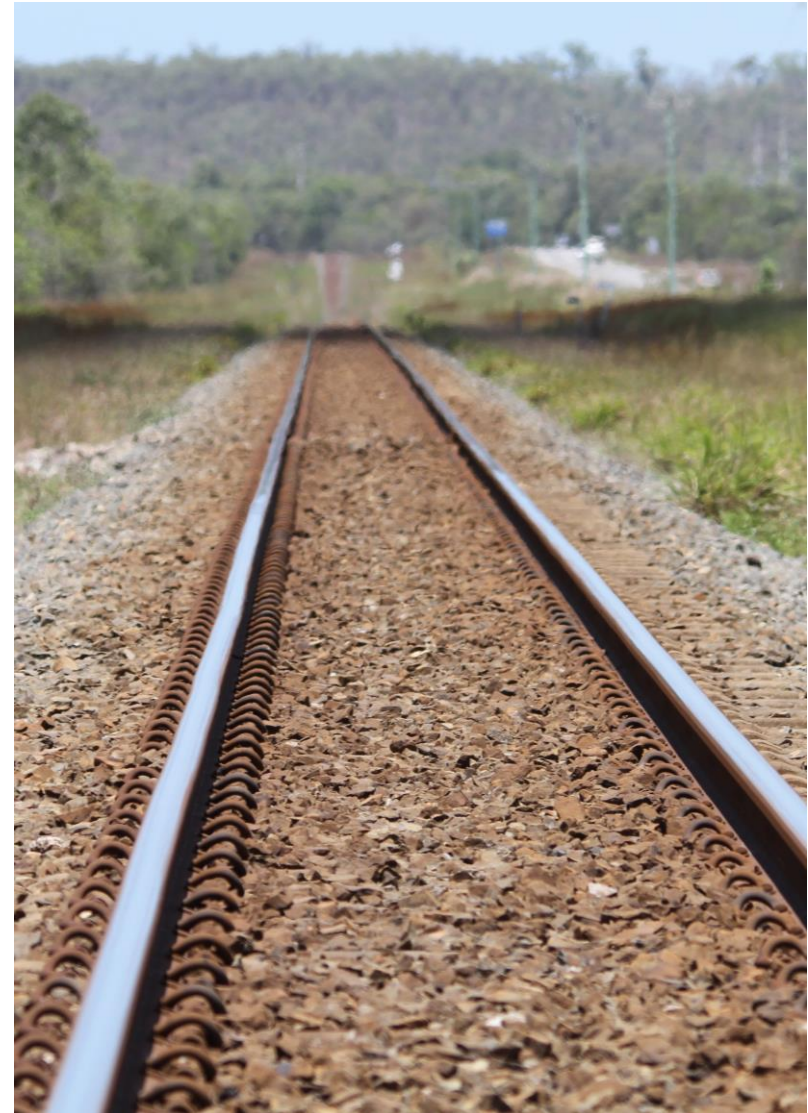
Council direction

Perceptions of the direction of Council's overall performance has continued to decline (by two index points this year) to a record-low index score of 40. This is significantly lower than the Large Rural group average.

Over the last 12 months, 10% of residents believe the direction of Council's overall performance has improved (compared to 11% in 2022). A majority of residents (56%, down one percentage point) believe it has stayed the same, and 29% think it has deteriorated (up three percentage points).

- The most satisfied with council direction are residents aged 65 years and over (index score of 43).
- The least satisfied are 18 to 34 year-olds (index score of 33 – down a significant 11 index points). Among these residents, more than four times as many think Council's overall performance has deteriorated in the last year than think it has improved.

When it comes to the trade off between rates and services, there is a stronger preference for cuts in council services to keep council rates at the same level as they are now (42%) over rate rises to improve local services (30% would prefer this).





Overall council direction last 12 months

2023 overall council direction (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	46▲	50	53	51	53	52	53	51	53	53
3909	44	49	49	56	46	50	n/a	n/a	n/a	n/a
Large Rural	44▲	47	51	50	51	52	52	48	51	n/a
65+	43	46	52	54	48	52	46	51	54	50
35-49	42	36	47	49	47	49	41	51	48	49
Women	42	39	51	54	44	53	48	54	50	50
East Gippsland	40	42	49	52	46	53	46	52	50	51
3875	40	37	51	51	47	53	n/a	n/a	n/a	n/a
Men	39	45	47	49	47	52	45	50	50	52
3880	39	51	42	51	47	58	n/a	n/a	n/a	n/a
50-64	39	36	47	53	41	52	45	46	48	50
18-34	33	44	46	50	47	58	57	59	46	55

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

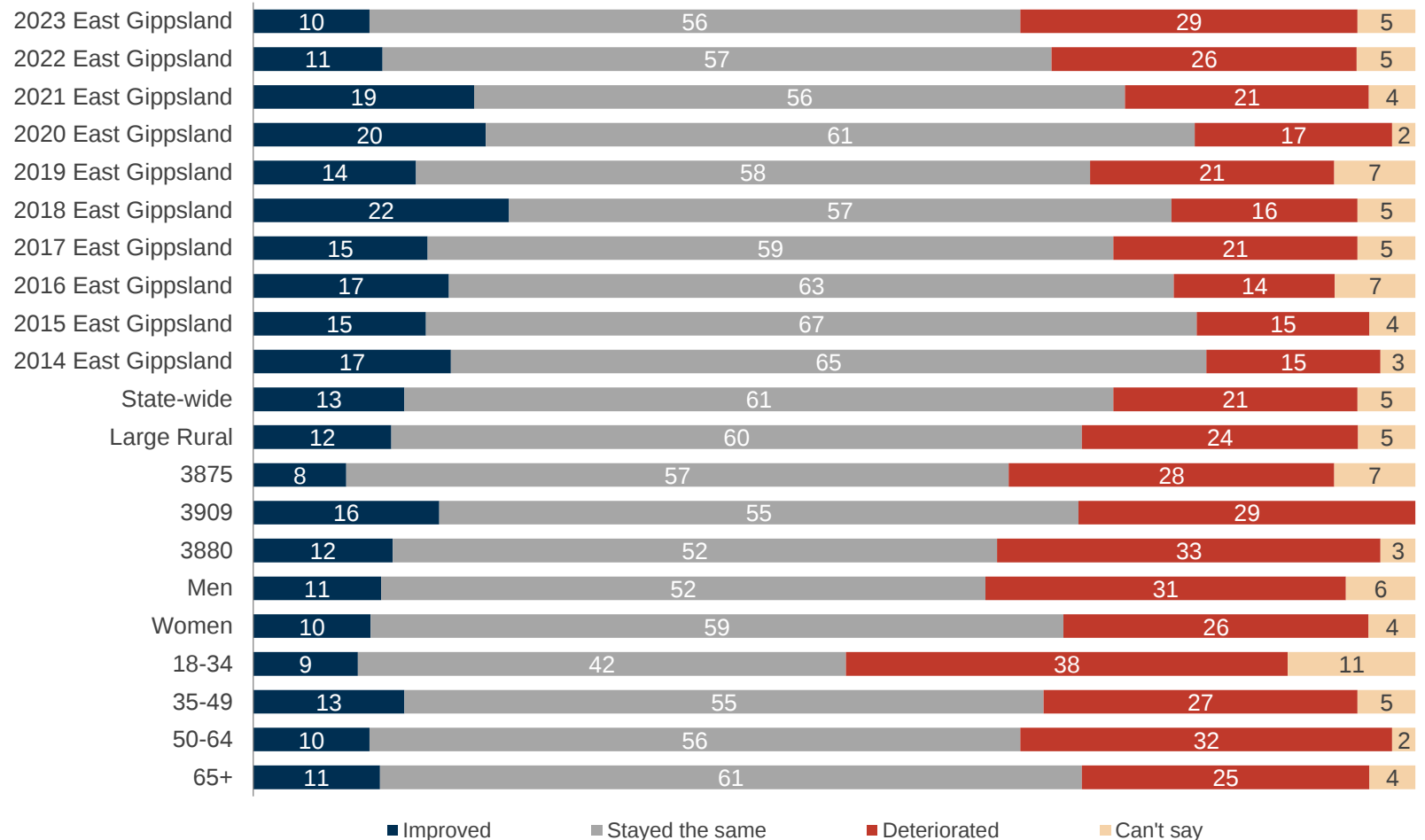
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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



Overall council direction last 12 months

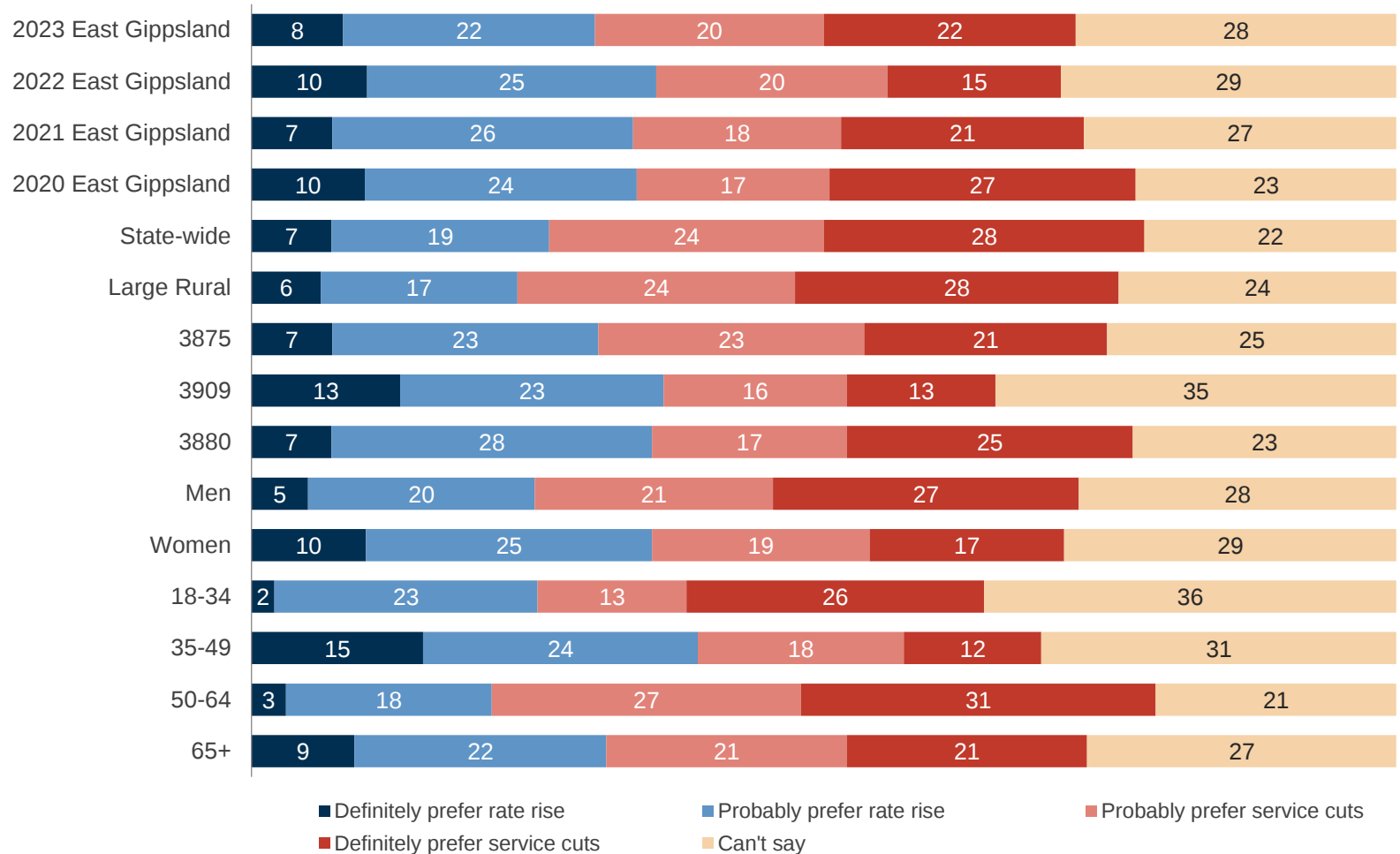
2023 overall council direction (%)





Rates / services trade-off

2023 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7

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

Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	83	83	83	81	n/a	n/a	n/a	n/a	n/a	n/a
3909	83▲	80	77	78	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	78	80	81	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	79	84	83	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	78	77	78	79	n/a	n/a	n/a	n/a	n/a	n/a
65+	77	77	81	80	n/a	n/a	n/a	n/a	n/a	n/a
3880	77	75	84	80	n/a	n/a	n/a	n/a	n/a	n/a
3875	77	79	77	79	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	77	77	77	76	75	76	75	76	75	n/a
Men	77	76	73	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	71	67	71	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	76	76	75	74	74	74	74	75	74	74

Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10

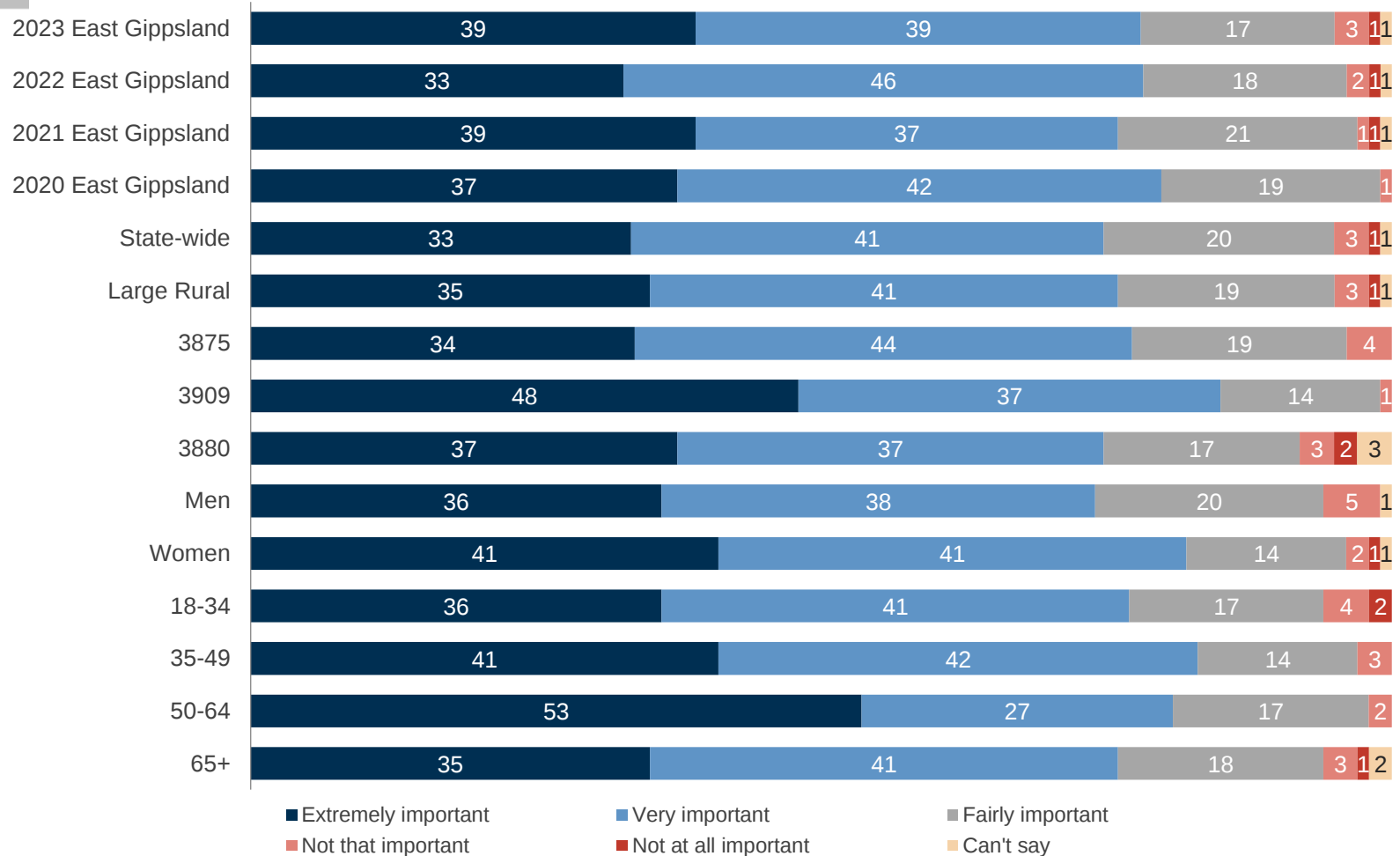
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2023 consultation and engagement importance (%)





Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	52▲	54	56	55	56	55	55	54	56	57
3875	49	49	50	54	47	55	n/a	n/a	n/a	n/a
Large Rural	49▲	51	54	54	54	54	52	52	54	n/a
Women	47	51	50	54	47	52	51	54	52	51
18-34	46	52	54	53	44	57	55	57	54	60
65+	46	47	52	55	53	50	44	50	53	49
3909	45	42	53	52	46	53	n/a	n/a	n/a	n/a
East Gippsland	45	48	51	54	48	52	47	52	52	53
50-64	45	44	49	54	39	48	47	52	49	52
Men	43	46	52	54	50	51	44	49	52	55
35-49	42	52	47	51	55	56	48	51	51	51
3880	38	51	53	59	49	51	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

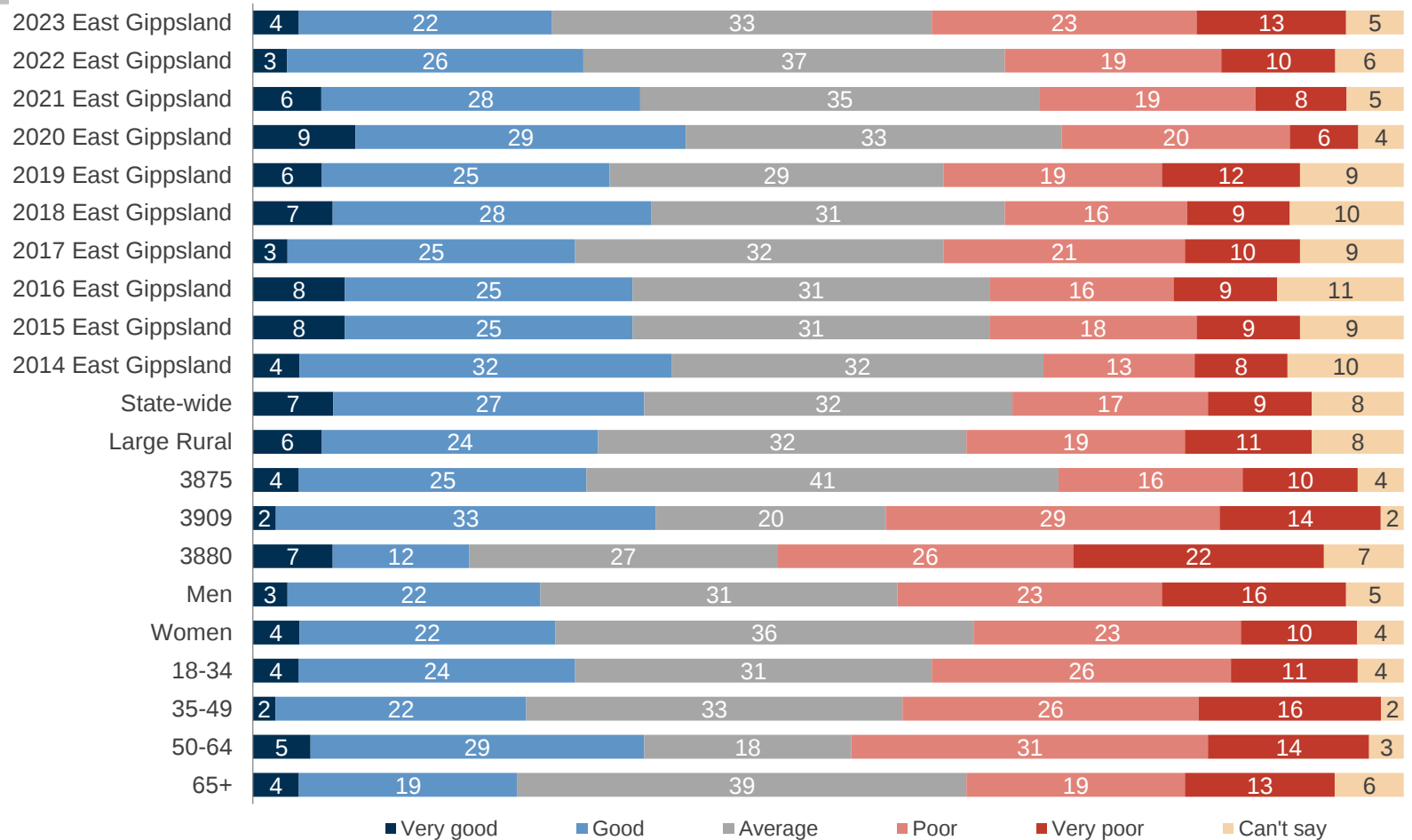
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)

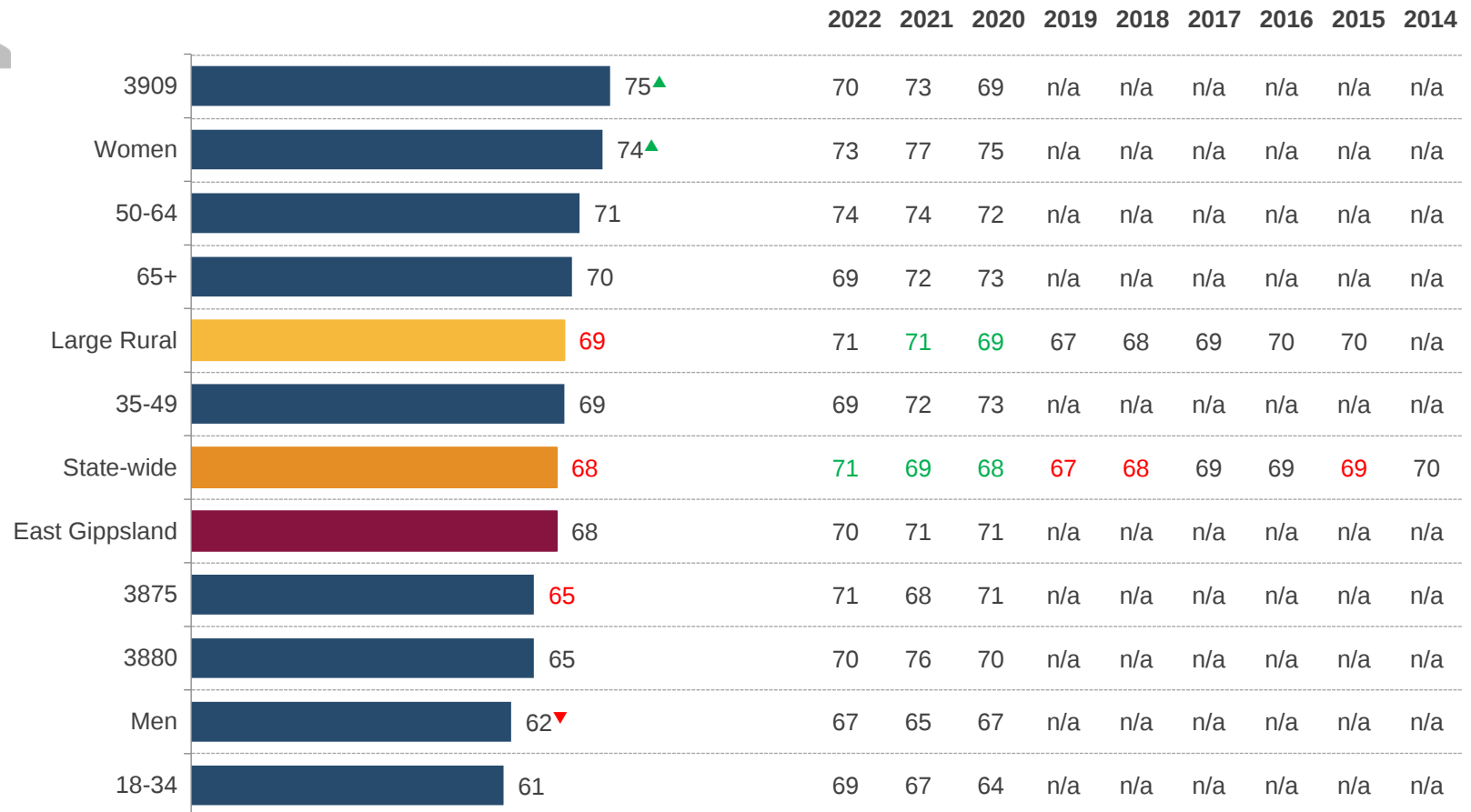




Lobbying on behalf of the community importance



2023 lobbying importance (index scores)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

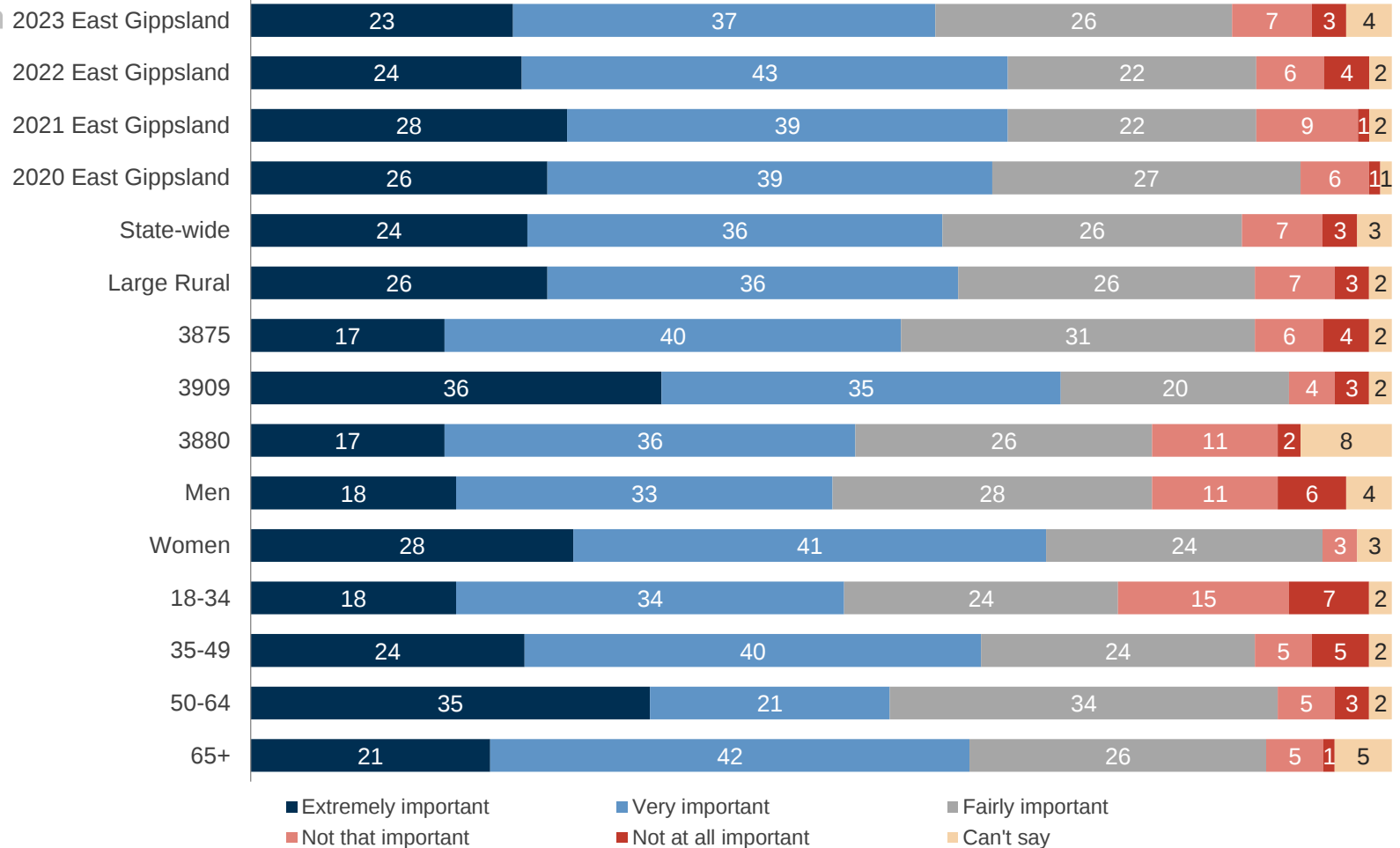
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2023 lobbying importance (%)





Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
3875	53	54	54	53	46	54	n/a	n/a	n/a	n/a
65+	52	48	58	59	51	50	46	49	51	50
State-wide	51	53	55	53	54	54	54	53	55	56
Women	51	51	54	54	44	50	50	53	53	54
Large Rural	49	51	54	53	52	52	51	50	53	n/a
East Gippsland	49	50	54	56	46	50	49	50	51	54
18-34	47	53	53	51	45	54	57	57	56	61
50-64	47	48	52	56	42	43	46	48	48	52
Men	46	50	53	57	49	50	47	48	48	55
3880	45	49	59	61	44	53	n/a	n/a	n/a	n/a
3909	44	41	50	55	45	46	n/a	n/a	n/a	n/a
35-49	42	57	48	55	43	54	48	49	48	55

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

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

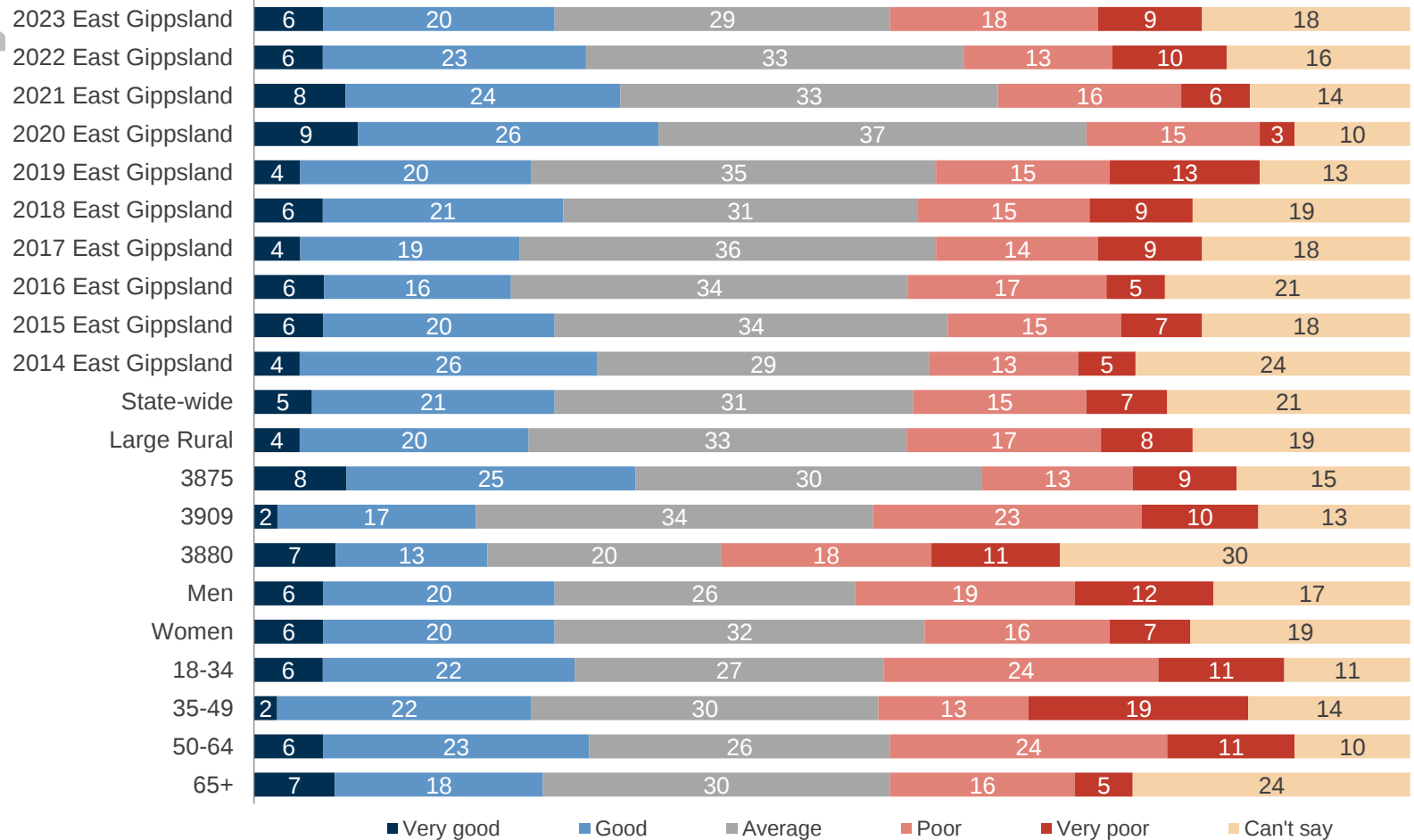
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	82	84	85	84	n/a	n/a	n/a	n/a	n/a	n/a
3880	81	81	86	84	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	82	86	86	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	81	82	79	80	80	80	80	80	n/a
3875	80	82	83	82	n/a	n/a	n/a	n/a	n/a	n/a
65+	80	78	81	82	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	81	81	80	80	80	79	80	80	79
East Gippsland	79	80	83	82	n/a	n/a	n/a	n/a	n/a	n/a
3909	79	81	83	81	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	78	80	78	n/a	n/a	n/a	n/a	n/a	n/a
35-49	77	82	86	84	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	79	83	78	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

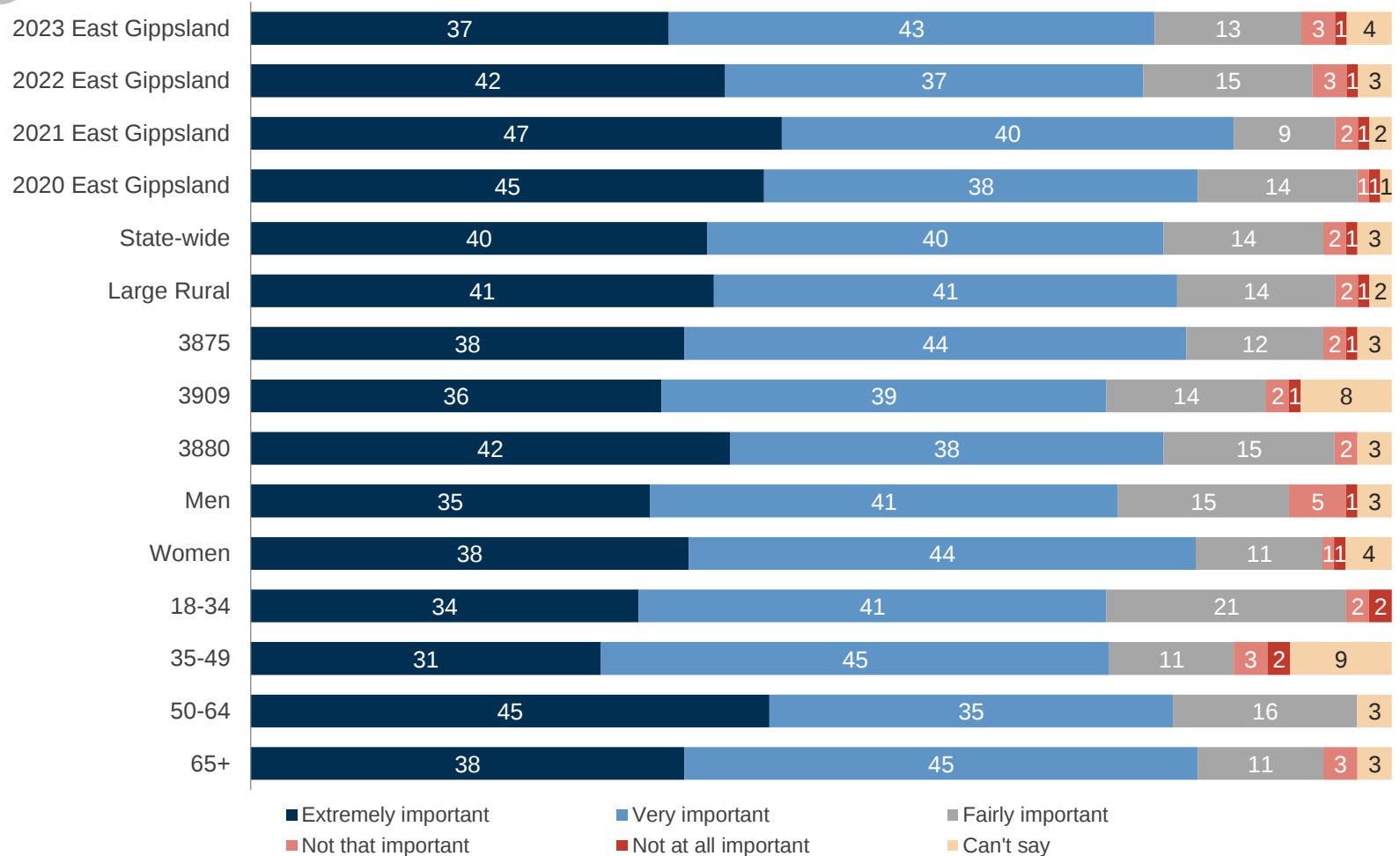
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

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

Decisions made in the interest of the community importance



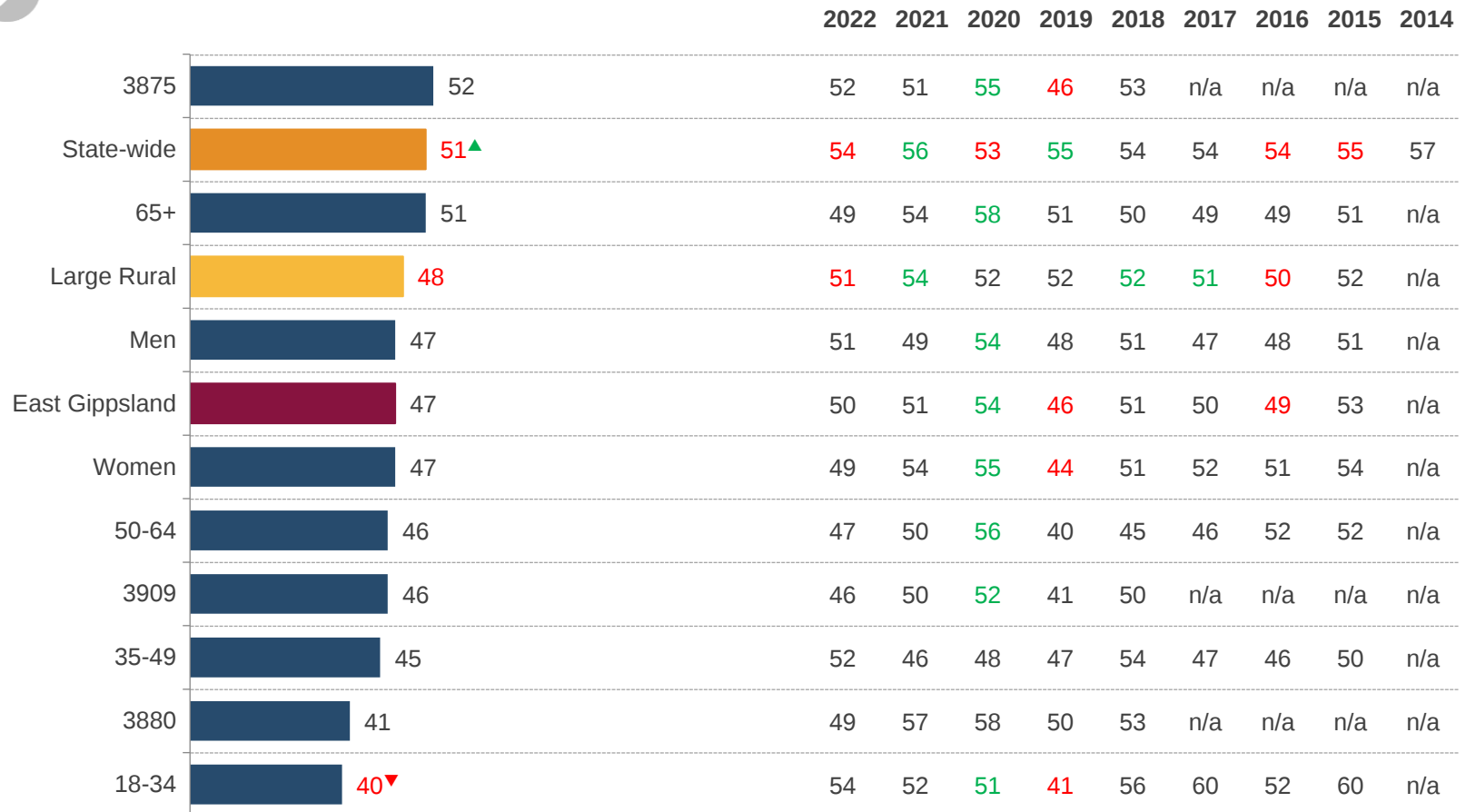
2023 community decisions made importance (%)



Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)



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

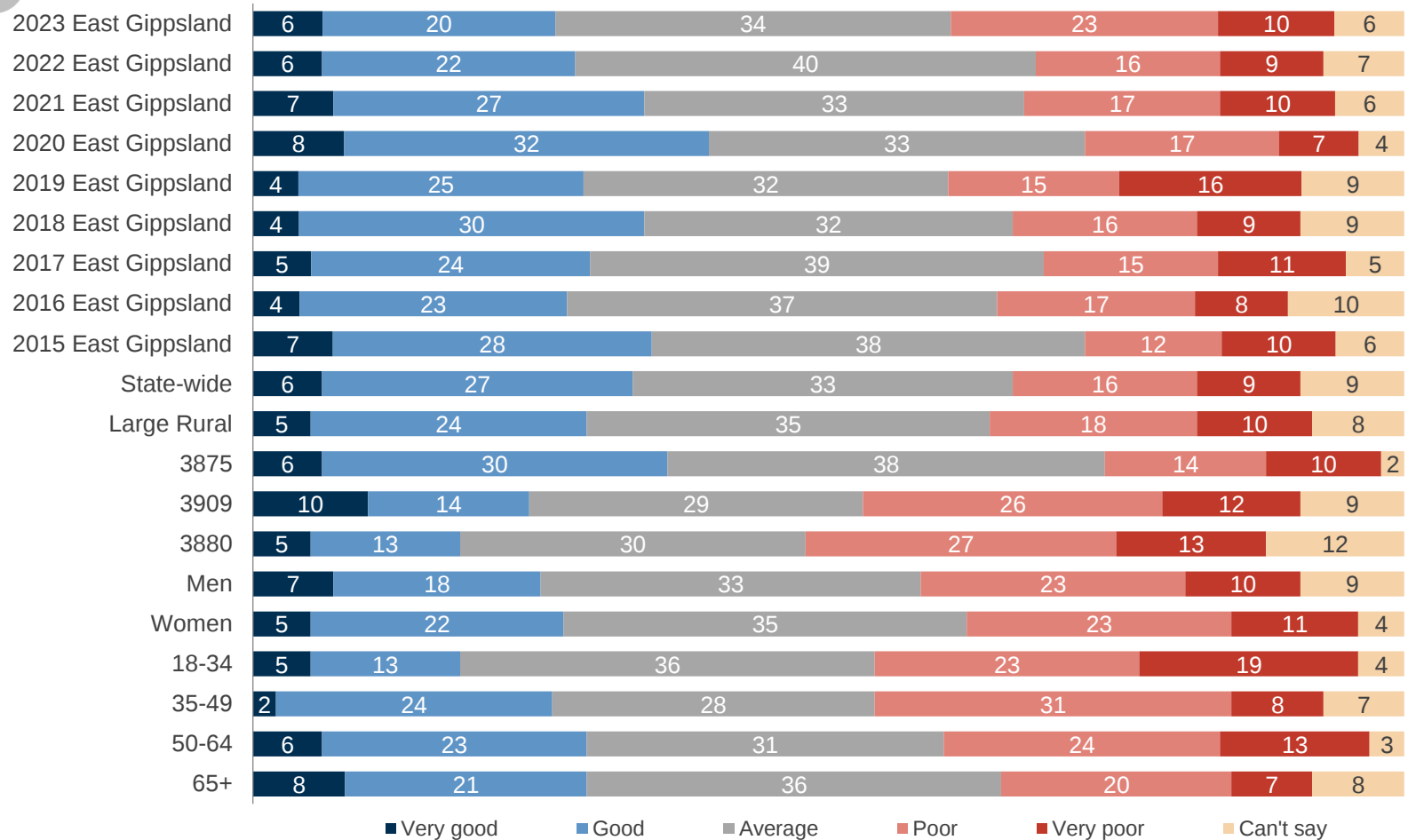
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	90▲	83	80	85	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	83▲	83	80	81	80	80	77	80	78	n/a
3909	82	85	75	80	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	82	81	79	79	79	80	78	78	76	77
Women	82	84	83	85	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	81	84	80	83	n/a	n/a	n/a	n/a	n/a	n/a
65+	81	84	82	82	n/a	n/a	n/a	n/a	n/a	n/a
Men	81	84	76	81	n/a	n/a	n/a	n/a	n/a	n/a
3875	80	86	81	84	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	87	80	83	n/a	n/a	n/a	n/a	n/a	n/a
3880	79	89	80	82	n/a	n/a	n/a	n/a	n/a	n/a
18-34	77	84	73	83	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

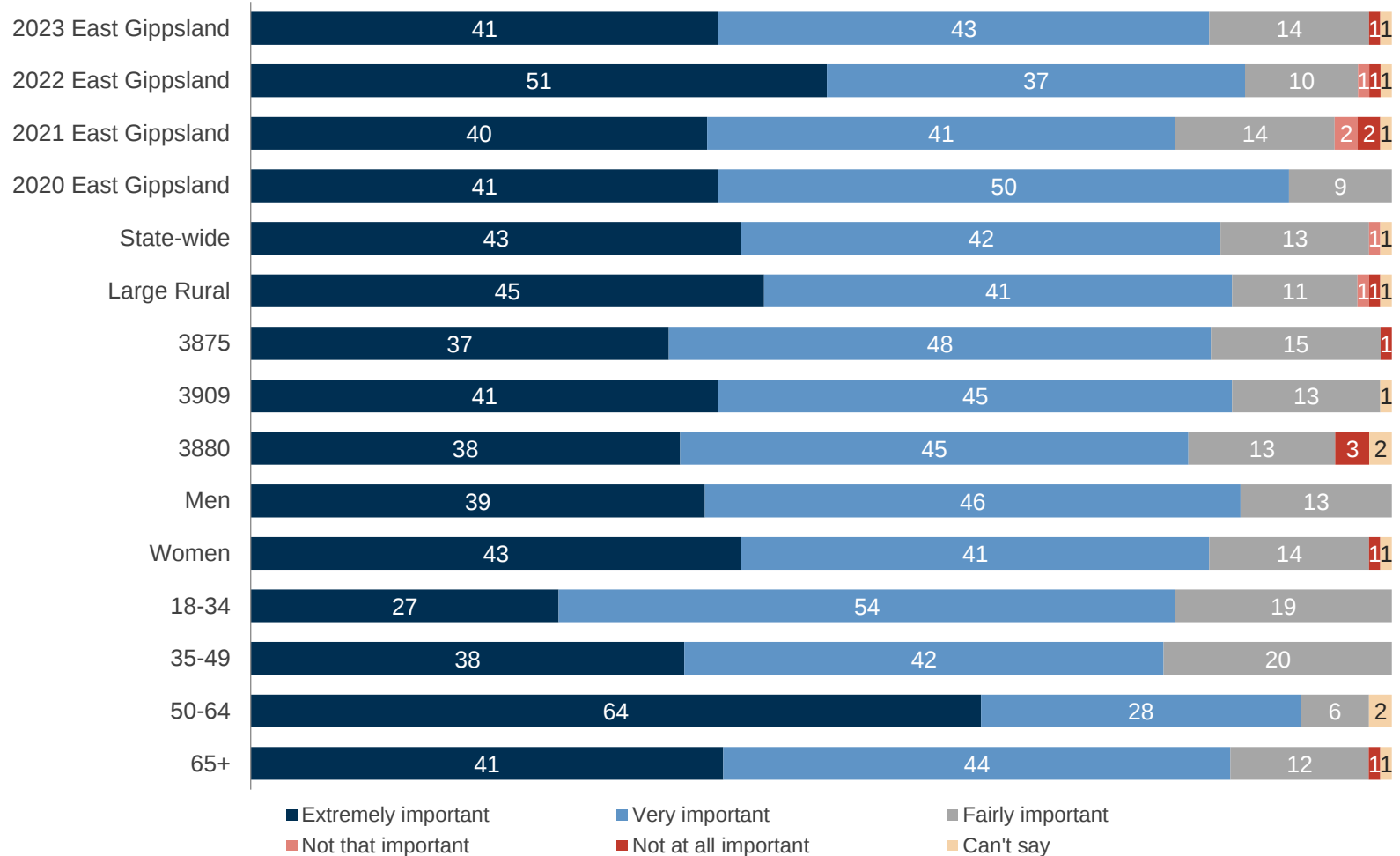
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

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

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	48▲	53	57	54	56	53	53	54	55	55
3909	47	44	55	57	52	50	n/a	n/a	n/a	n/a
3875	47	40	50	52	50	51	n/a	n/a	n/a	n/a
65+	46	44	60	62	55	53	48	48	48	n/a
35-49	45	38	53	53	52	45	42	39	48	n/a
Men	45	43	53	52	48	49	48	45	46	n/a
East Gippsland	43	41	53	55	49	50	46	46	46	n/a
Women	41	40	52	57	49	52	45	47	45	n/a
Large Rural	40	45	50	47	47	45	43	44	45	n/a
18-34	40	37	37	41	34	49	51	48	42	n/a
3880	39	37	53	66	51	56	n/a	n/a	n/a	n/a
50-64	34▼	41	51	55	47	52	43	47	44	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

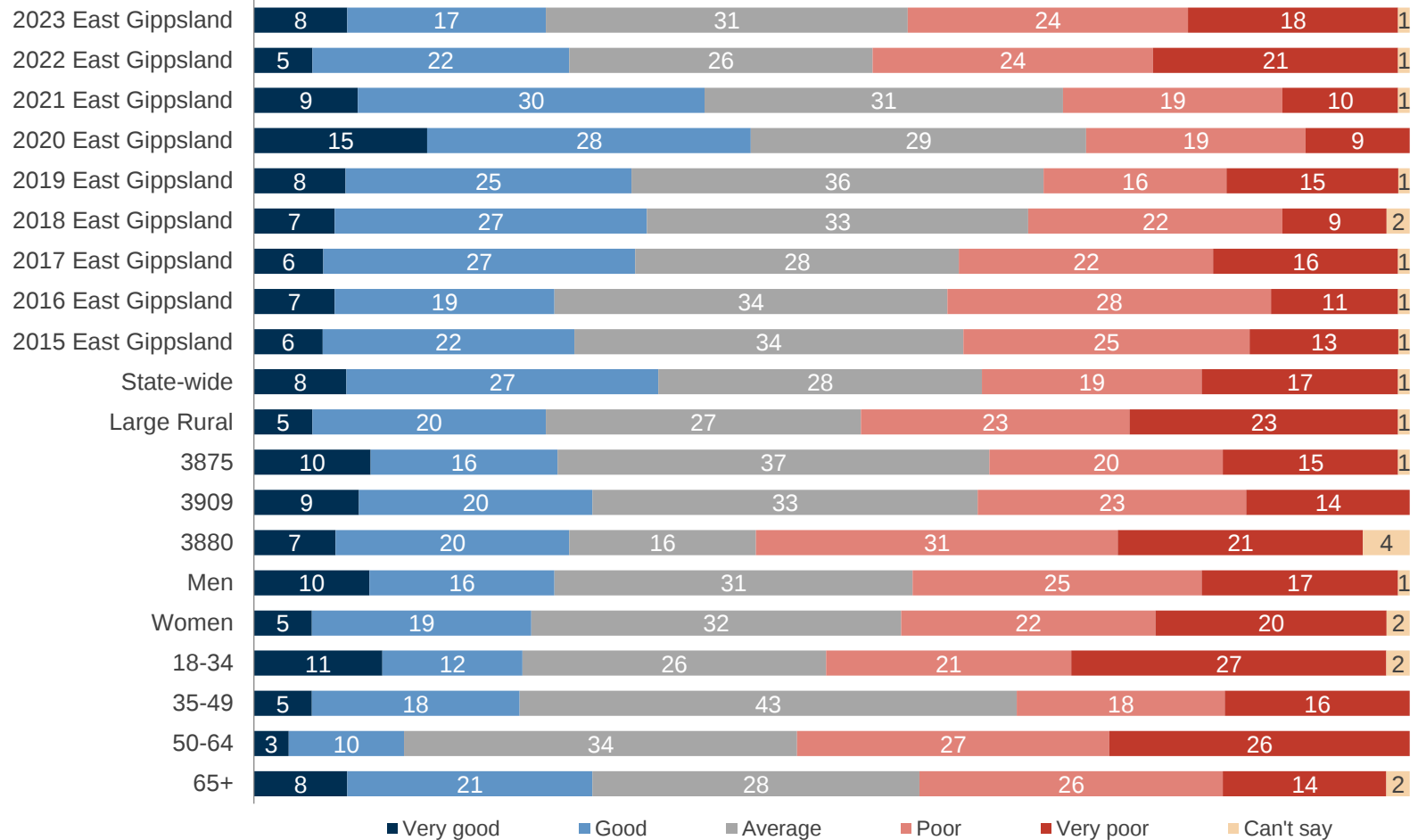
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)

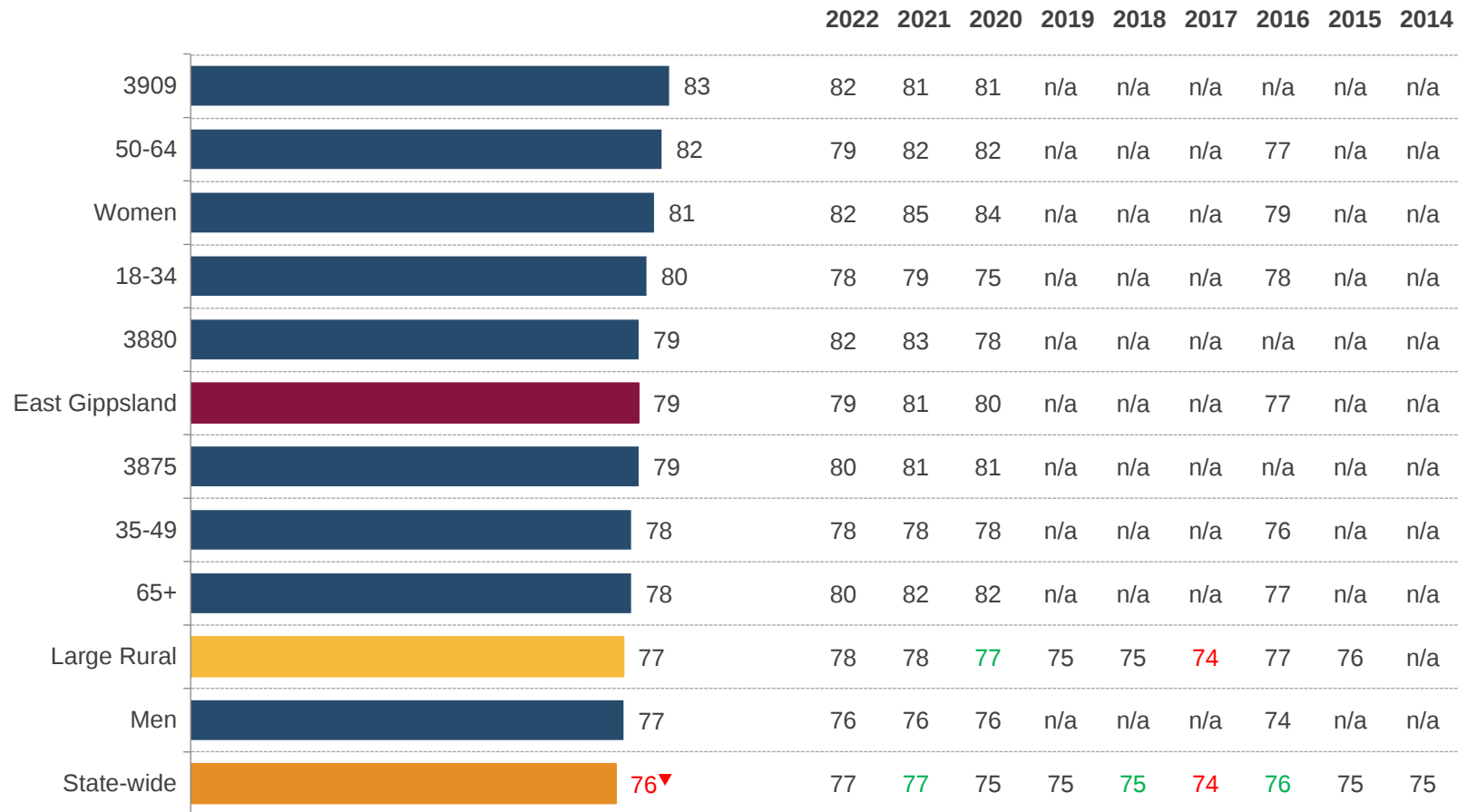




Informing the community importance



2023 informing community importance (index scores)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

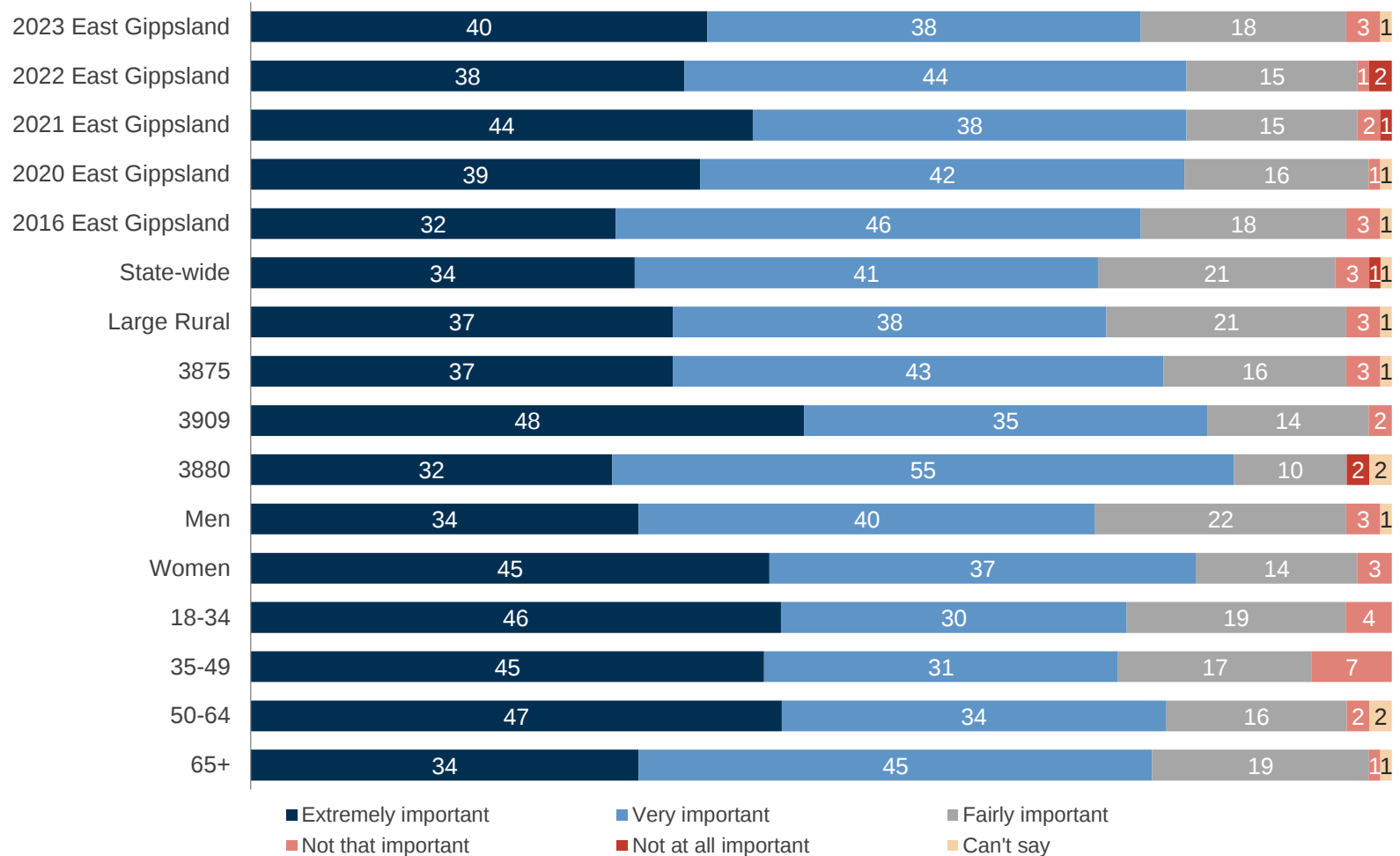
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2023 informing community importance (%)





Informing the community performance



2023 informing community performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	57▲	59	60	59	60	59	59	59	61	62
Large Rural	54▲	56	59	59	61	59	60	56	59	n/a
3875	51	54	56	59	n/a	n/a	n/a	n/a	n/a	n/a
18-34	48	56	63	53	n/a	n/a	n/a	60	n/a	n/a
Women	48	53	55	57	n/a	n/a	n/a	56	n/a	n/a
65+	47	50	56	61	n/a	n/a	n/a	55	n/a	n/a
East Gippsland	47	52	55	58	n/a	n/a	n/a	55	n/a	n/a
35-49	46	58	49	51	n/a	n/a	n/a	51	n/a	n/a
Men	46	51	55	59	n/a	n/a	n/a	55	n/a	n/a
50-64	46	49	54	61	n/a	n/a	n/a	55	n/a	n/a
3909	45	48	54	56	n/a	n/a	n/a	n/a	n/a	n/a
3880	41	48	60	61	n/a	n/a	n/a	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: 38 Councils asked group: 7

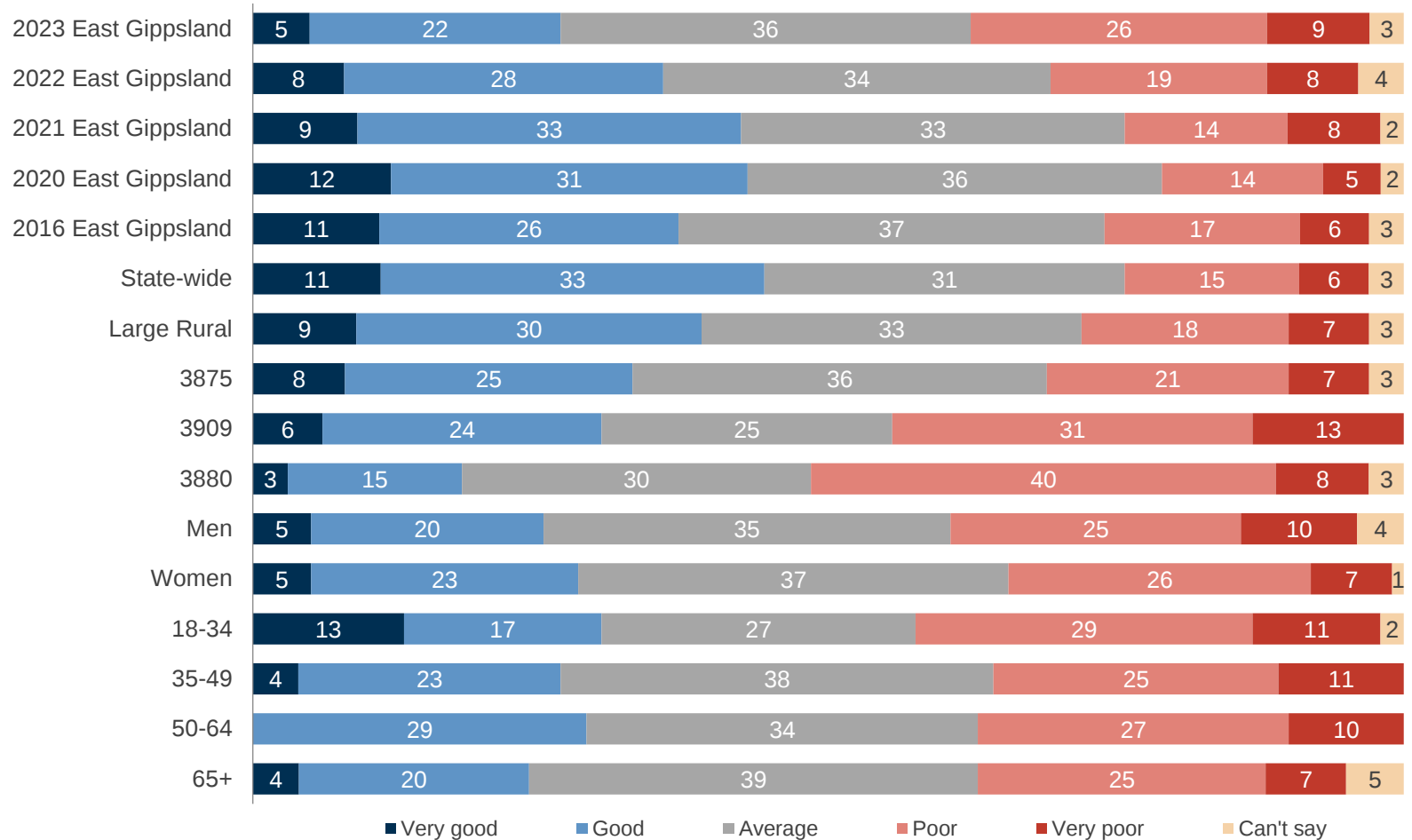
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2023 informing community performance (%)

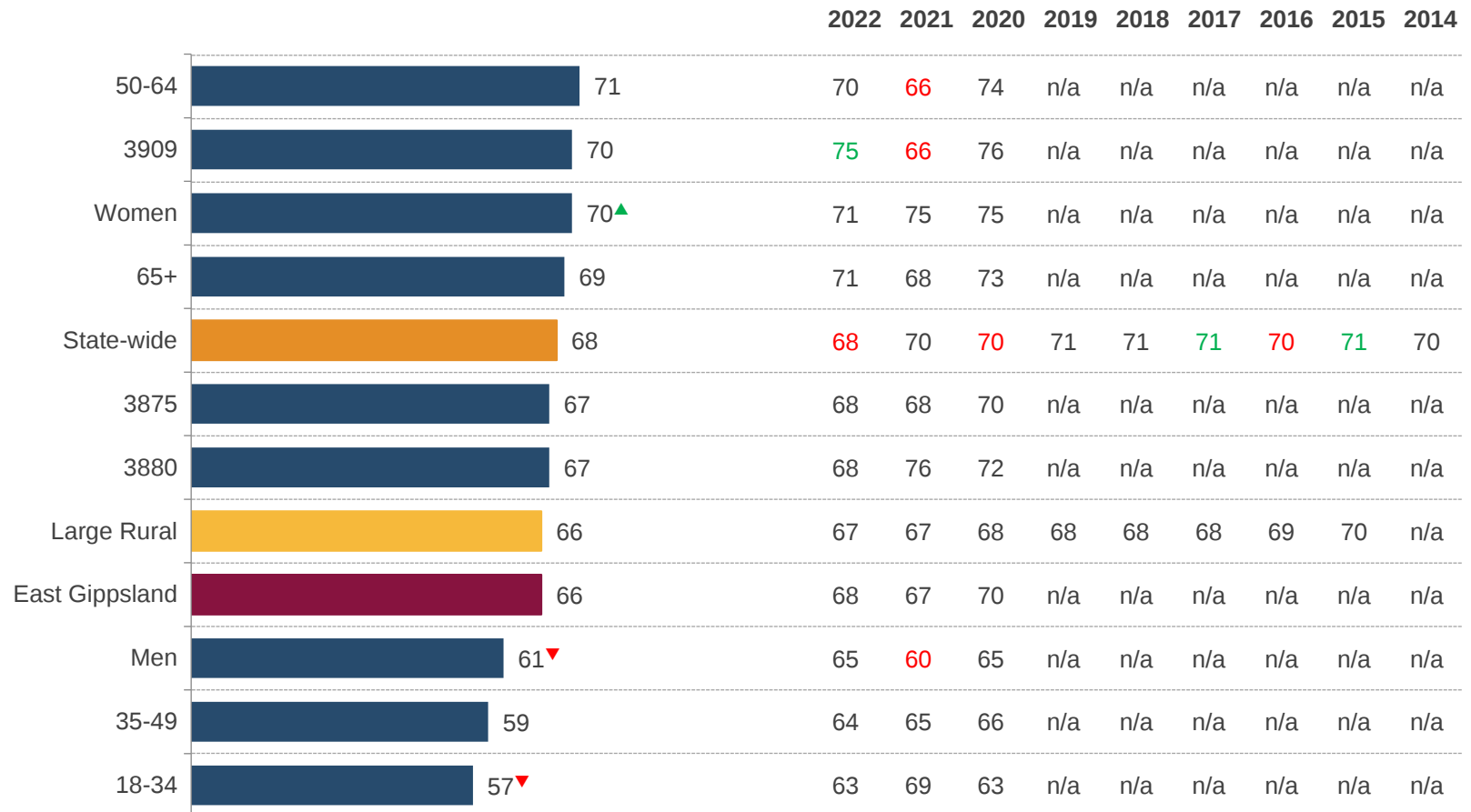




Enforcement of local laws importance



2023 law enforcement importance (index scores)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5

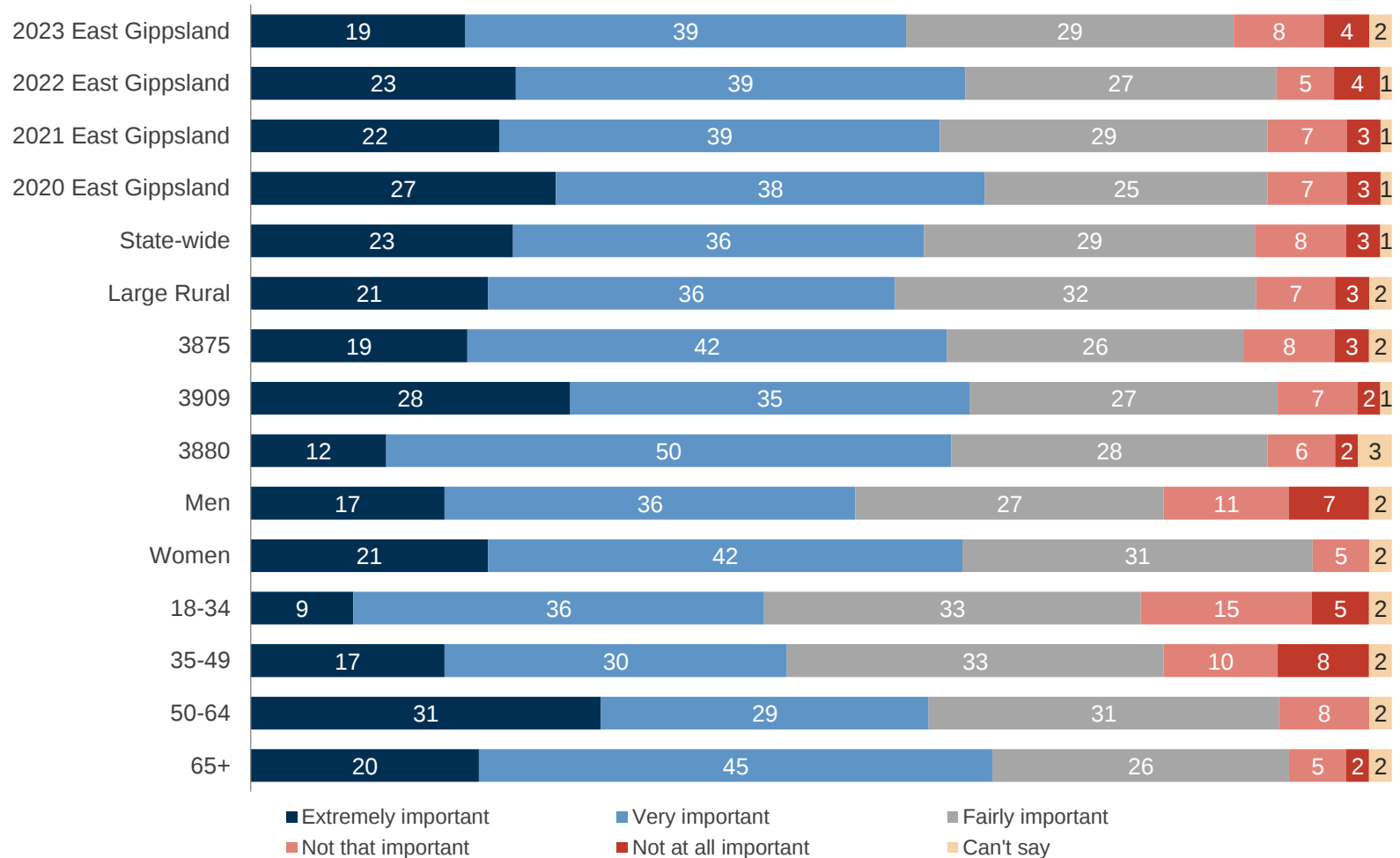
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2023 law enforcement importance (%)





Enforcement of local laws performance



2023 law enforcement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	61	63	64	63	64	64	64	63	66	66
3880	61	60	58	64	n/a	n/a	n/a	n/a	n/a	n/a
3875	61	63	61	65	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	61	64	64	64	64	64	63	63	65	n/a
65+	60	58	61	63	n/a	n/a	n/a	n/a	n/a	57
18-34	59	64	63	61	n/a	n/a	n/a	n/a	n/a	65
Women	59	62	63	65	n/a	n/a	n/a	n/a	n/a	62
East Gippsland	59	60	61	64	n/a	n/a	n/a	n/a	n/a	62
Men	58	59	59	62	n/a	n/a	n/a	n/a	n/a	61
3909	57	55	61	55	n/a	n/a	n/a	n/a	n/a	n/a
50-64	56	63	58	66	n/a	n/a	n/a	n/a	n/a	60
35-49	56	61	64	65	n/a	n/a	n/a	n/a	n/a	67

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

Base: All respondents. Councils asked State-wide: 34 Councils asked group: 8

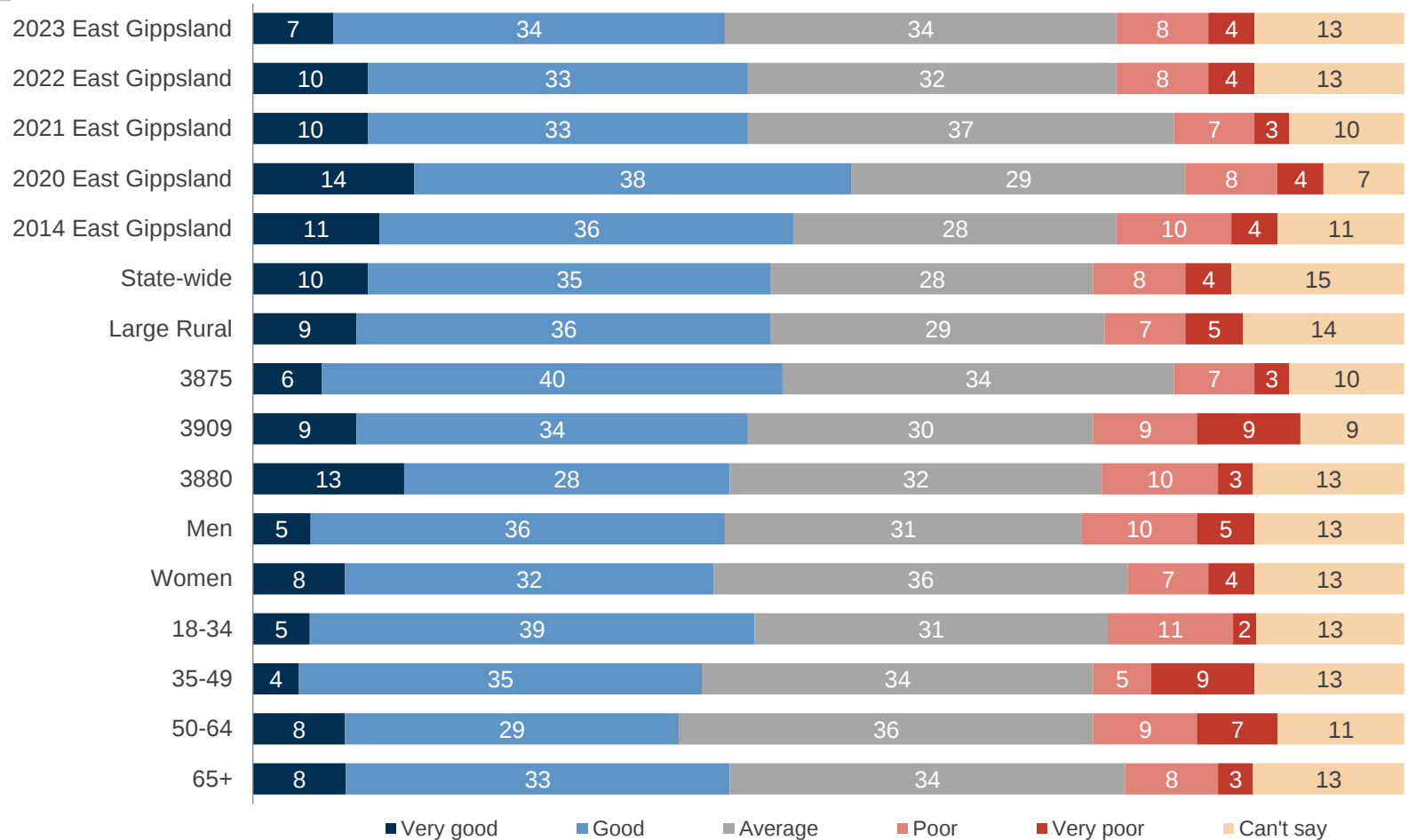
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2023 law enforcement performance (%)





Recreational facilities importance



2023 recreational facilities importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	73	74	74	72	72	73	72	73	72	72
Large Rural	73	74	73	72	72	74	72	72	72	n/a
18-34	72	76	72	75	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	75	77	79	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	75	77	80	n/a	n/a	n/a	n/a	n/a	n/a
3909	72	76	74	77	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	73	77	79	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	71	74	74	77	n/a	n/a	n/a	n/a	n/a	n/a
65+	69	73	72	75	n/a	n/a	n/a	n/a	n/a	n/a
3875	69	75	73	80	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	73	71	73	n/a	n/a	n/a	n/a	n/a	n/a
3880	69	77	75	75	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9

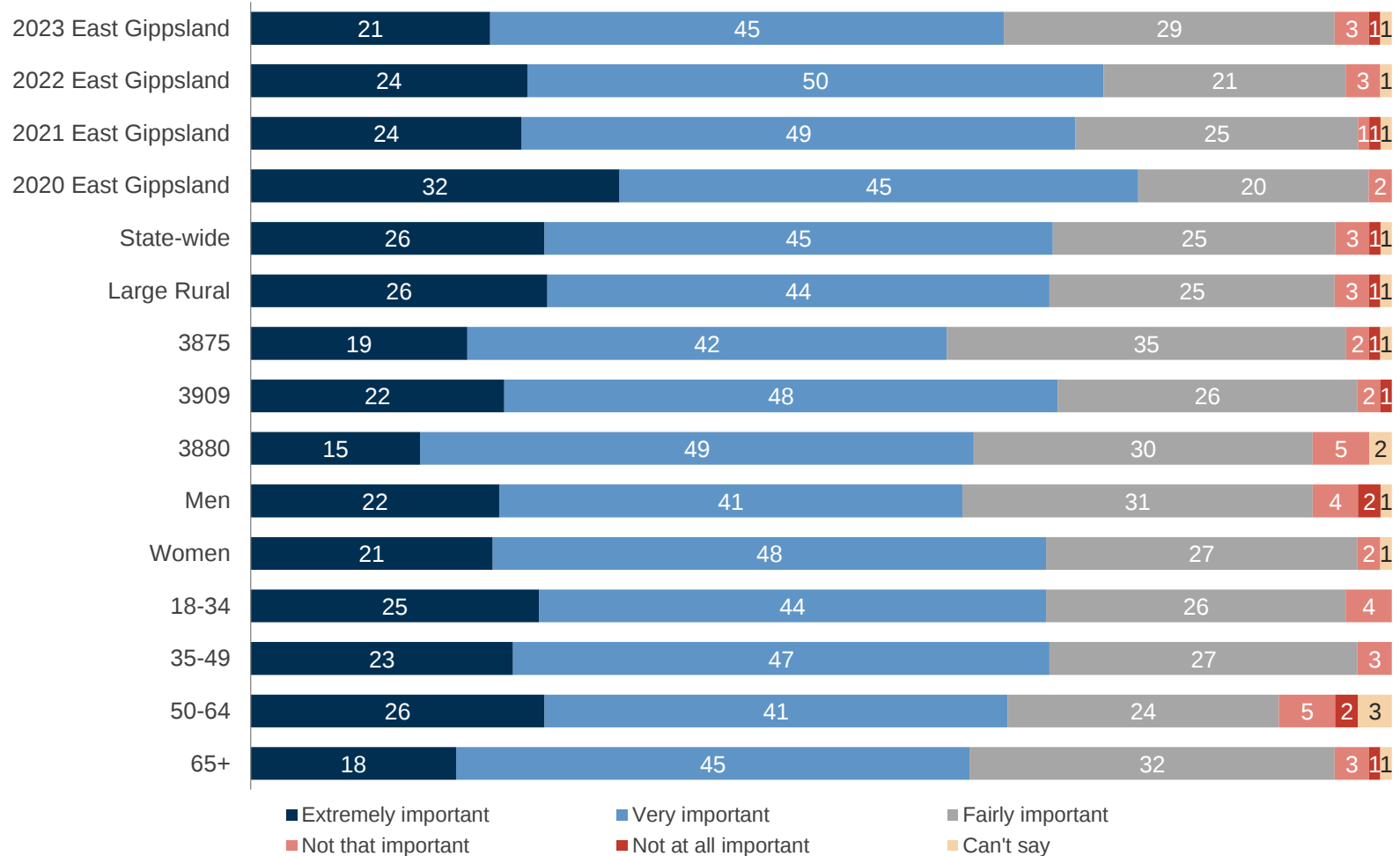
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2023 recreational facilities importance (%)





Recreational facilities performance



2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	69	66	70	74	n/a	n/a	n/a	n/a	n/a	68
3875	69	70	71	72	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	69	71	70	70	69	70	69	70	71
Men	66	68	66	71	n/a	n/a	n/a	n/a	n/a	70
50-64	66	62	63	70	n/a	n/a	n/a	n/a	n/a	70
East Gippsland	66	66	67	71	n/a	n/a	n/a	n/a	n/a	69
Women	65	65	67	71	n/a	n/a	n/a	n/a	n/a	68
3909	65	59	68	70	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65	66	68	67	68	66	66	65	66	n/a
3880	64	70	67	73	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	70	60	69	n/a	n/a	n/a	n/a	n/a	65
18-34	59▼	69	70	66	n/a	n/a	n/a	n/a	n/a	73

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 10

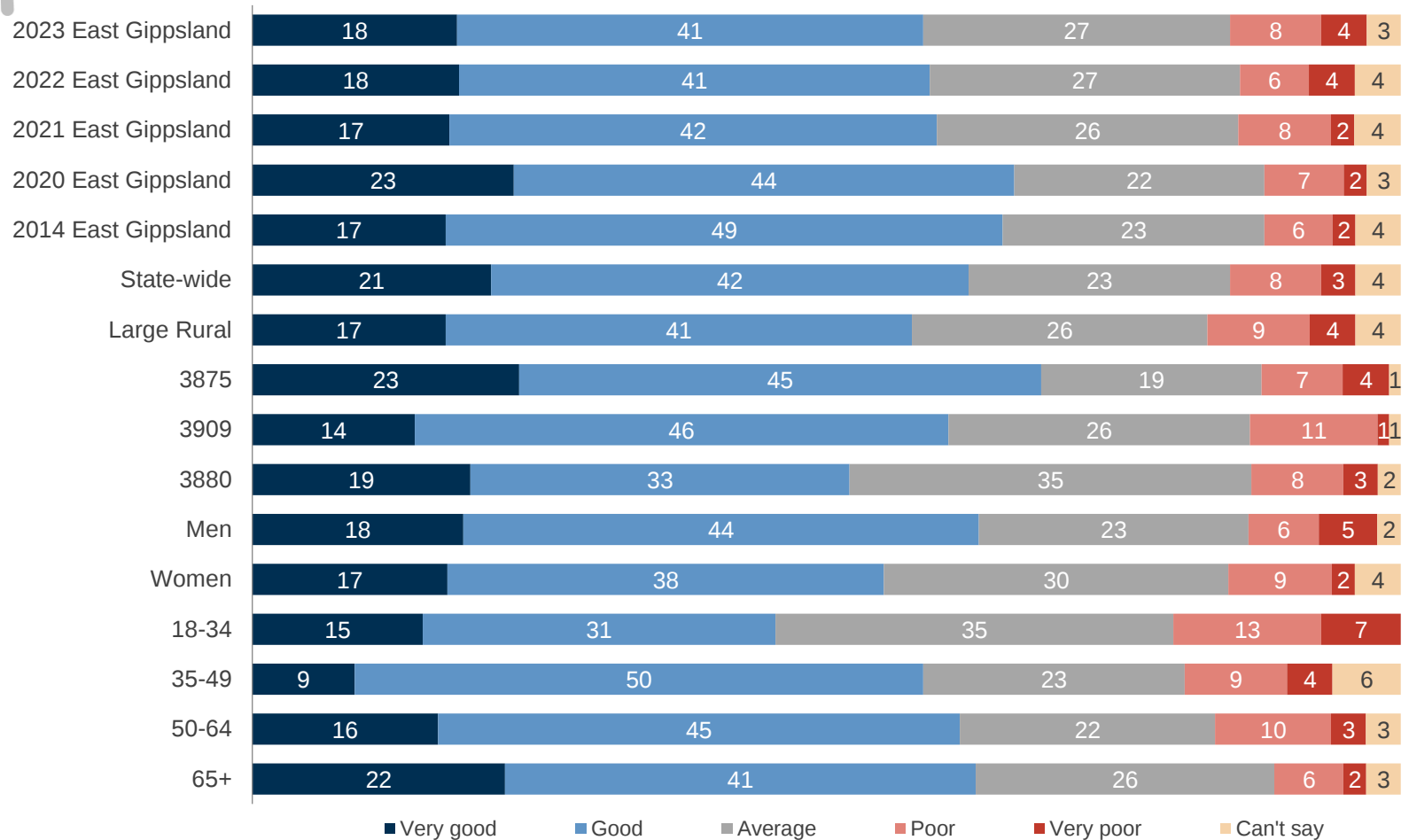
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2023 recreational facilities performance (%)





The appearance of public areas importance



2023 public areas importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	77	79	78	80	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	76	76	71	n/a	n/a	n/a	n/a	n/a	n/a
3909	76	80	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	79	79	79	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	74	77	77	77	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	75	75	74	73	74	74	74	73	73
3875	74	78	75	76	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	76	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	73	75	75	73	73	73	73	74	73	n/a
3880	73	76	78	79	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	75	75	74	n/a	n/a	n/a	n/a	n/a	n/a
35-49	73	81	76	76	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

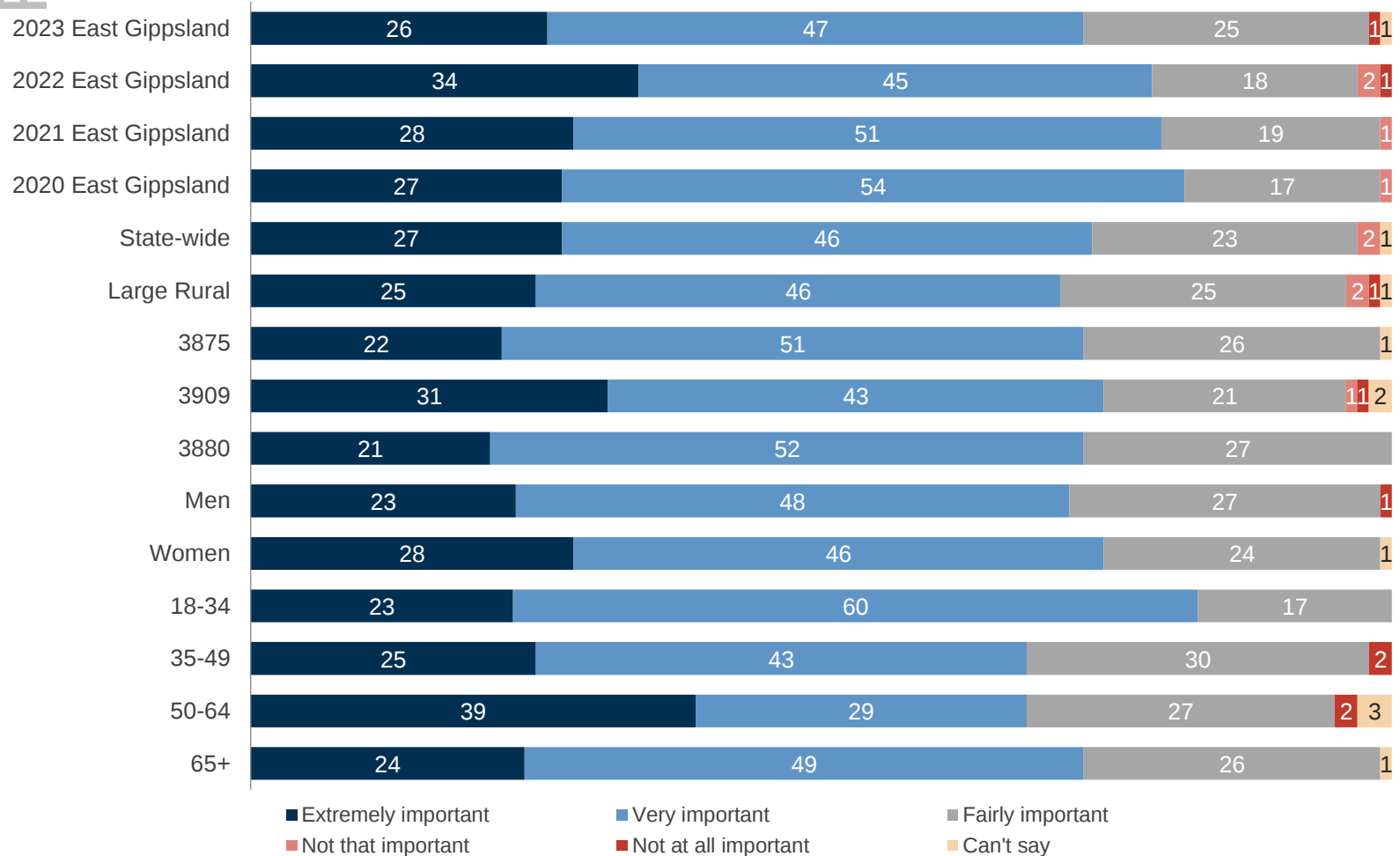
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2023 public areas importance (%)





The appearance of public areas performance



2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67▲	71	73	72	72	71	71	71	72	72
3909	66	63	73	72	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65▲	67	70	71	70	69	69	69	69	n/a
65+	62	60	69	77	n/a	n/a	n/a	n/a	n/a	71
3880	62	62	70	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	61	69	74	n/a	n/a	n/a	n/a	n/a	72
50-64	60	53	69	76	n/a	n/a	n/a	n/a	n/a	71
East Gippsland	60	58	69	74	n/a	n/a	n/a	n/a	n/a	72
35-49	60	58	68	70	n/a	n/a	n/a	n/a	n/a	74
Women	59	55	70	74	n/a	n/a	n/a	n/a	n/a	72
3875	56	54	70	75	n/a	n/a	n/a	n/a	n/a	n/a
18-34	54	58	71	71	n/a	n/a	n/a	n/a	n/a	74

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

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 12

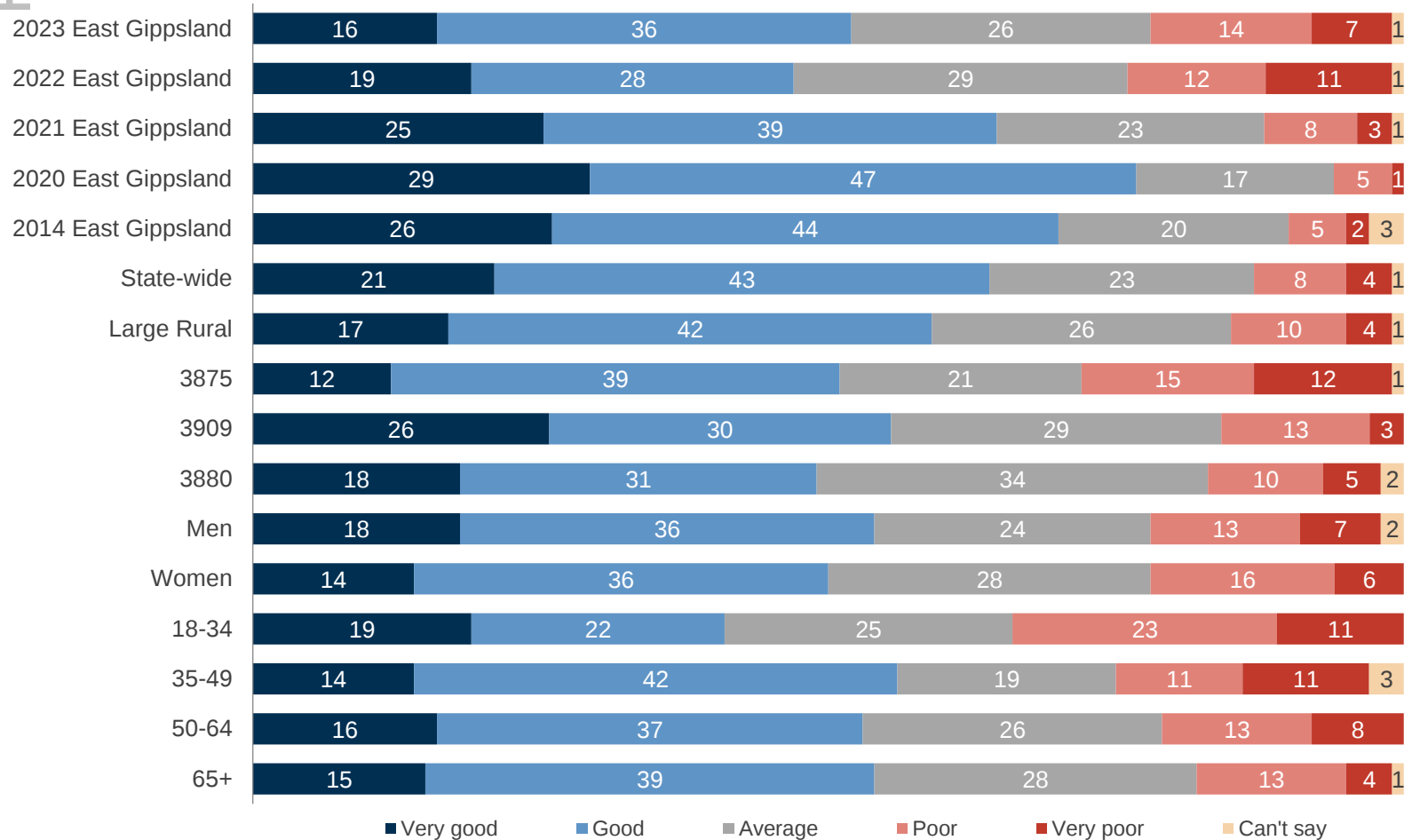
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2023 public areas performance (%)

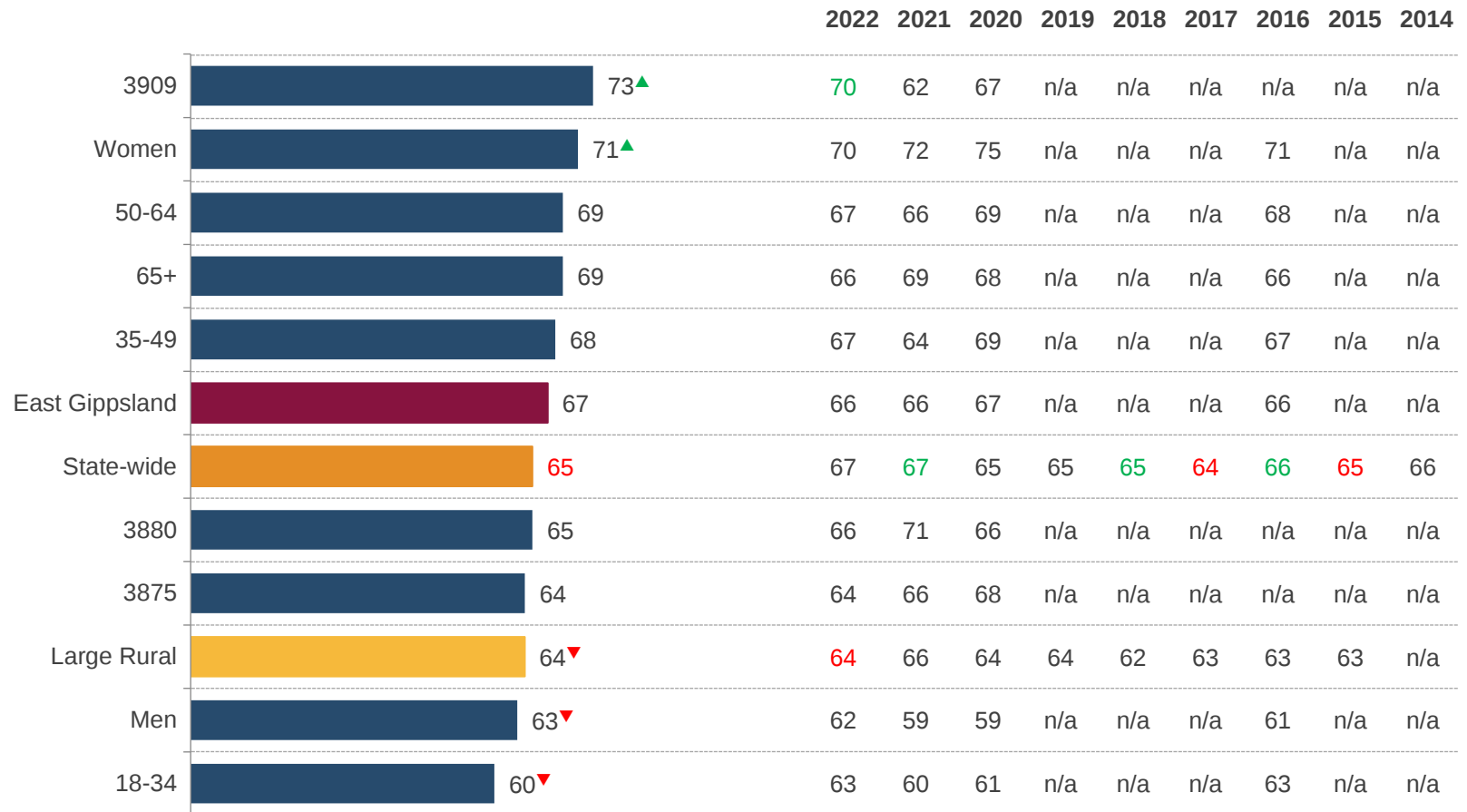




Art centres and libraries importance



2023 art centres and libraries importance (index scores)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4

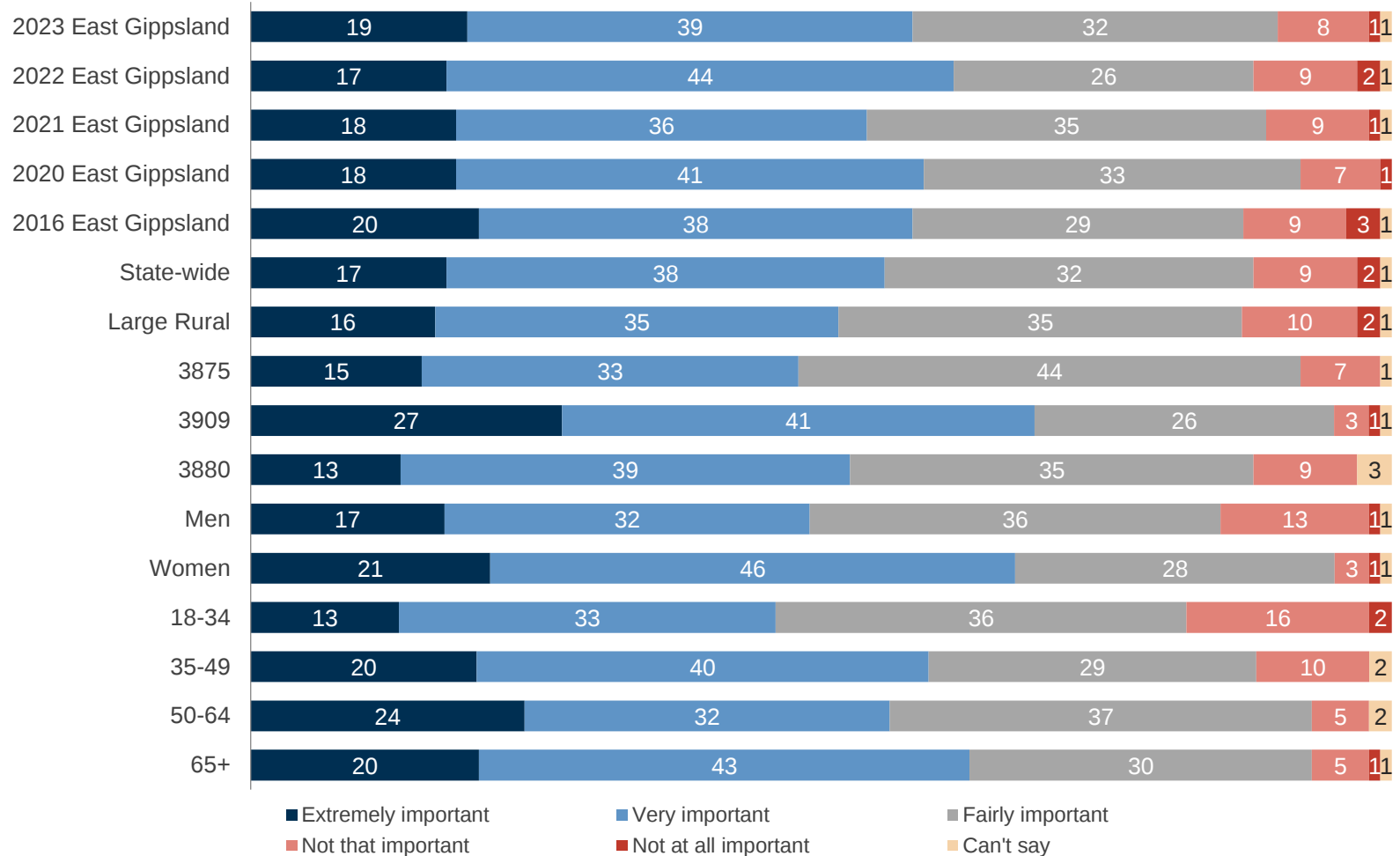
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2023 art centres and libraries importance (%)





Art centres and libraries performance



2023 art centres and libraries performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	73▲	73	73	74	74	74	73	72	73	75
3875	70▲	72	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	69▲	72	73	72	73	71	70	70	73	n/a
65+	67	73	76	78	n/a	n/a	n/a	74	n/a	74
Women	64	76	75	77	n/a	n/a	n/a	77	n/a	73
East Gippsland	63	72	72	75	n/a	n/a	n/a	74	n/a	73
Men	62	68	70	73	n/a	n/a	n/a	72	n/a	74
18-34	61	69	70	75	n/a	n/a	n/a	73	n/a	77
3880	61	76	71	77	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	69	66	73	n/a	n/a	n/a	75	n/a	70
35-49	58	77	71	72	n/a	n/a	n/a	75	n/a	73
3909	57	66	71	72	n/a	n/a	n/a	n/a	n/a	n/a

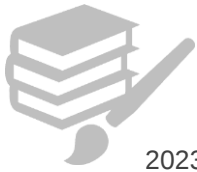
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

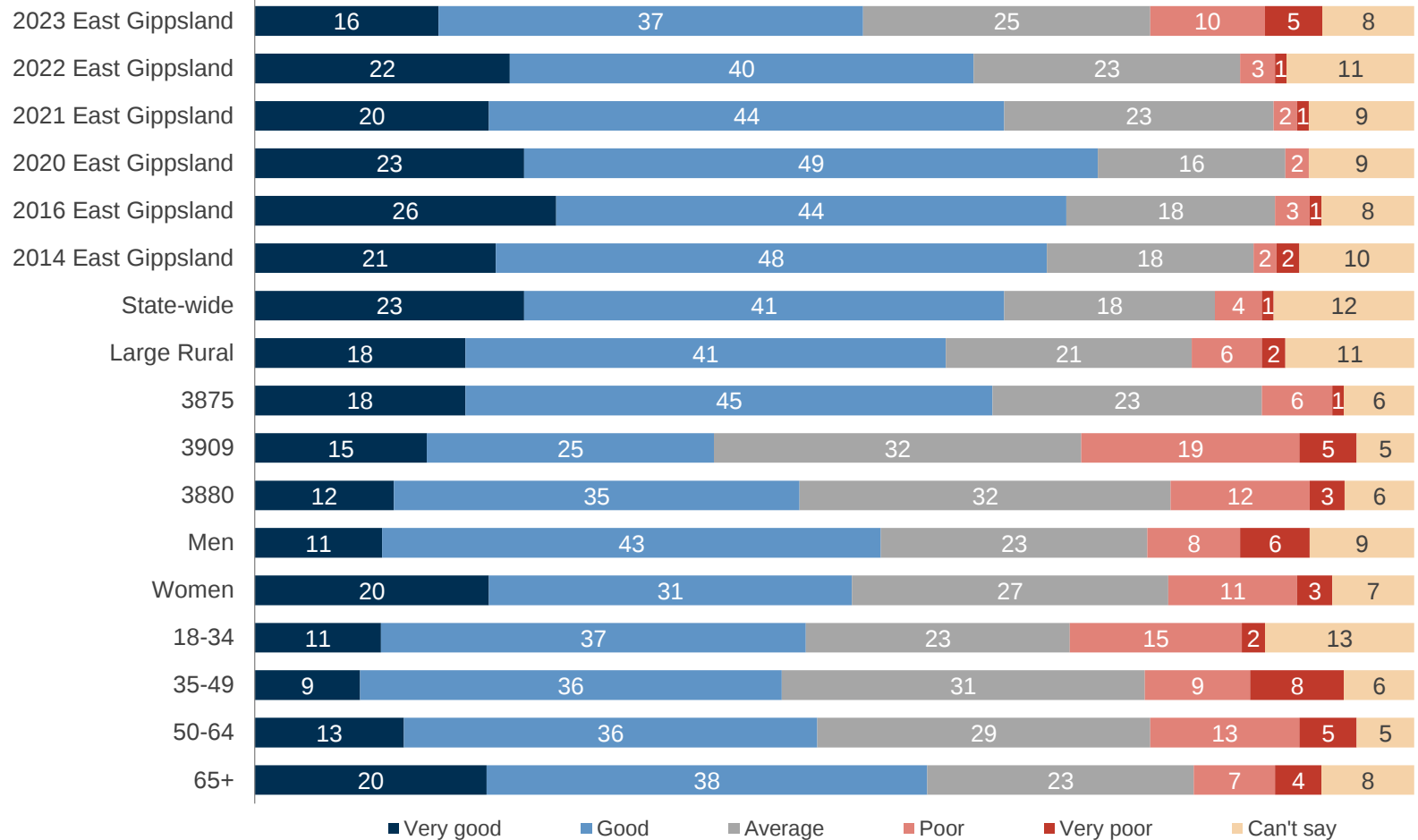
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2023 art centres and libraries performance (%)





Waste management importance



2023 waste management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	83	84	83	83	n/a	n/a	n/a	n/a	n/a	n/a
3909	83	88	84	81	n/a	n/a	n/a	n/a	n/a	n/a
18-34	82	86	78	75	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	82	82	82	81	81	79	80	79	79
Men	81	82	79	79	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	81	84	81	82	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	86	83	84	n/a	n/a	n/a	n/a	n/a	n/a
65+	81	84	82	84	n/a	n/a	n/a	n/a	n/a	n/a
3875	81	84	79	82	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	81	81	81	80	81	78	79	78	n/a
35-49	79	81	79	82	n/a	n/a	n/a	n/a	n/a	n/a
3880	79	81	85	82	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9

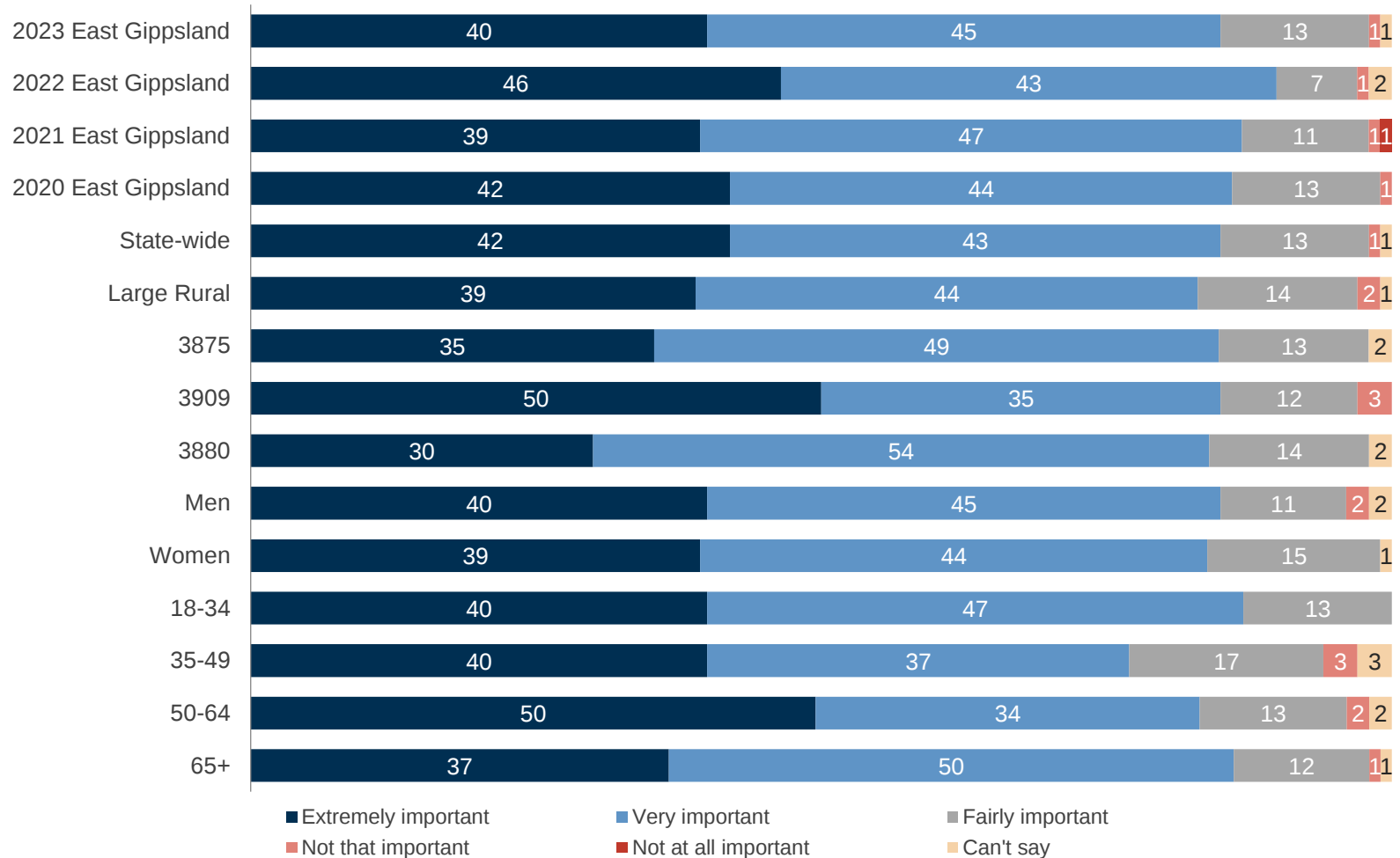
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2023 waste management importance (%)





Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
3880	75	77	74	77	n/a	n/a	n/a	n/a	n/a	n/a
65+	74▲	70	75	77	n/a	n/a	n/a	n/a	n/a	73
Men	69	70	71	72	n/a	n/a	n/a	n/a	n/a	72
3875	68	68	69	73	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	68	67	70	72	n/a	n/a	n/a	n/a	n/a	71
Women	67	65	68	71	n/a	n/a	n/a	n/a	n/a	69
State-wide	66	68	69	65	68	70	71	70	72	73
Large Rural	65▼	65	66	62	64	67	68	66	68	n/a
3909	64	71	72	73	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	69	68	63	n/a	n/a	n/a	n/a	n/a	69
50-64	62	63	68	72	n/a	n/a	n/a	n/a	n/a	70
18-34	61▼	62	61	68	n/a	n/a	n/a	n/a	n/a	69

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

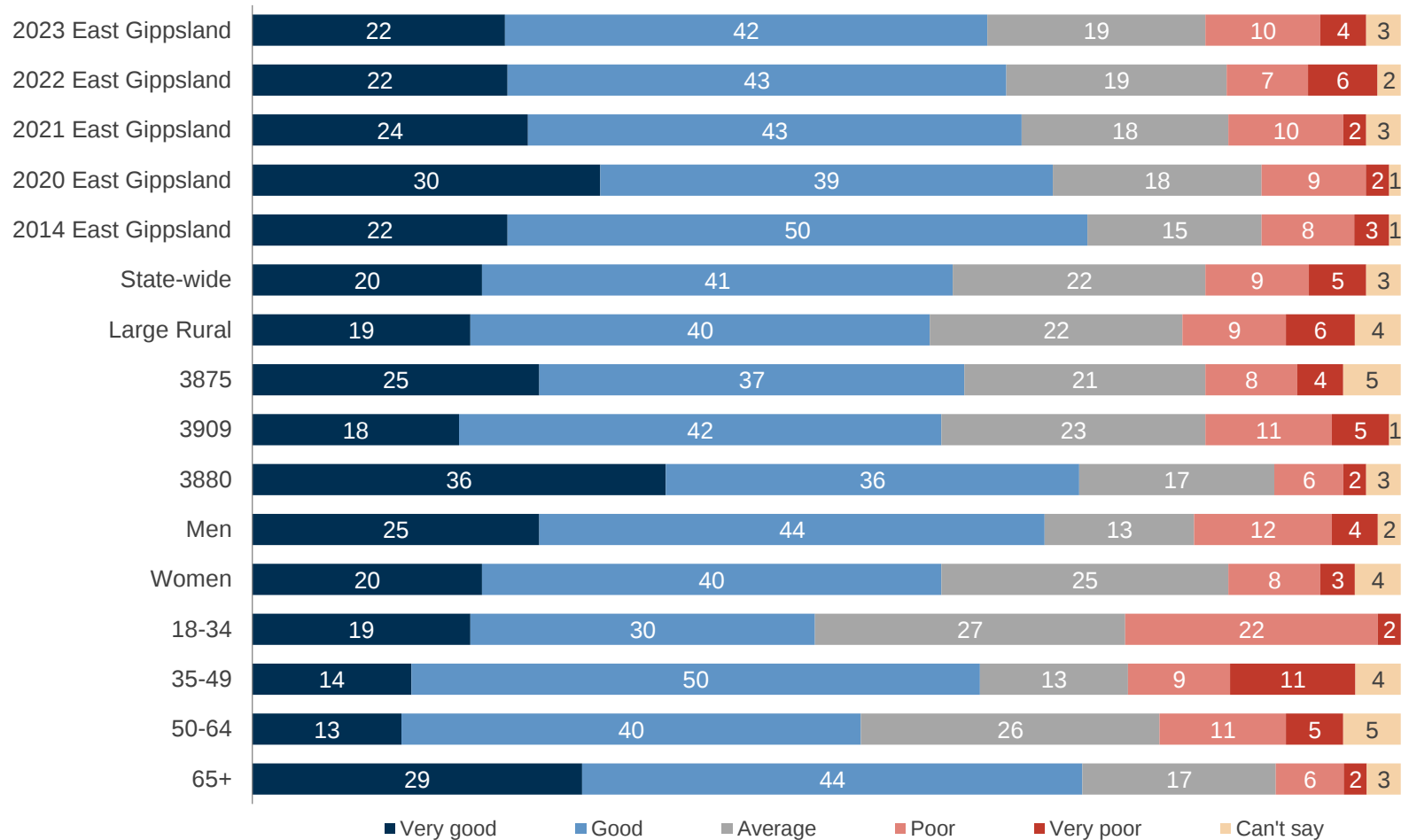
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
3909	76	77	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	73	78	n/a	n/a	n/a	n/a	76	n/a	n/a
35-49	73	76	81	n/a	n/a	n/a	n/a	80	n/a	n/a
50-64	72	75	75	n/a	n/a	n/a	n/a	74	n/a	n/a
3875	71	76	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	71	72	78	n/a	n/a	n/a	n/a	74	n/a	n/a
18-34	71	71	84	n/a	n/a	n/a	n/a	73	n/a	n/a
65+	70	70	75	n/a	n/a	n/a	n/a	72	n/a	n/a
Large Rural	68▼	70	71	68	64	65	67	69	70	n/a
Men	68	71	77	n/a	n/a	n/a	n/a	73	n/a	n/a
3880	67	67	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67▼	69	70	67	65	66	67	67	67	67

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

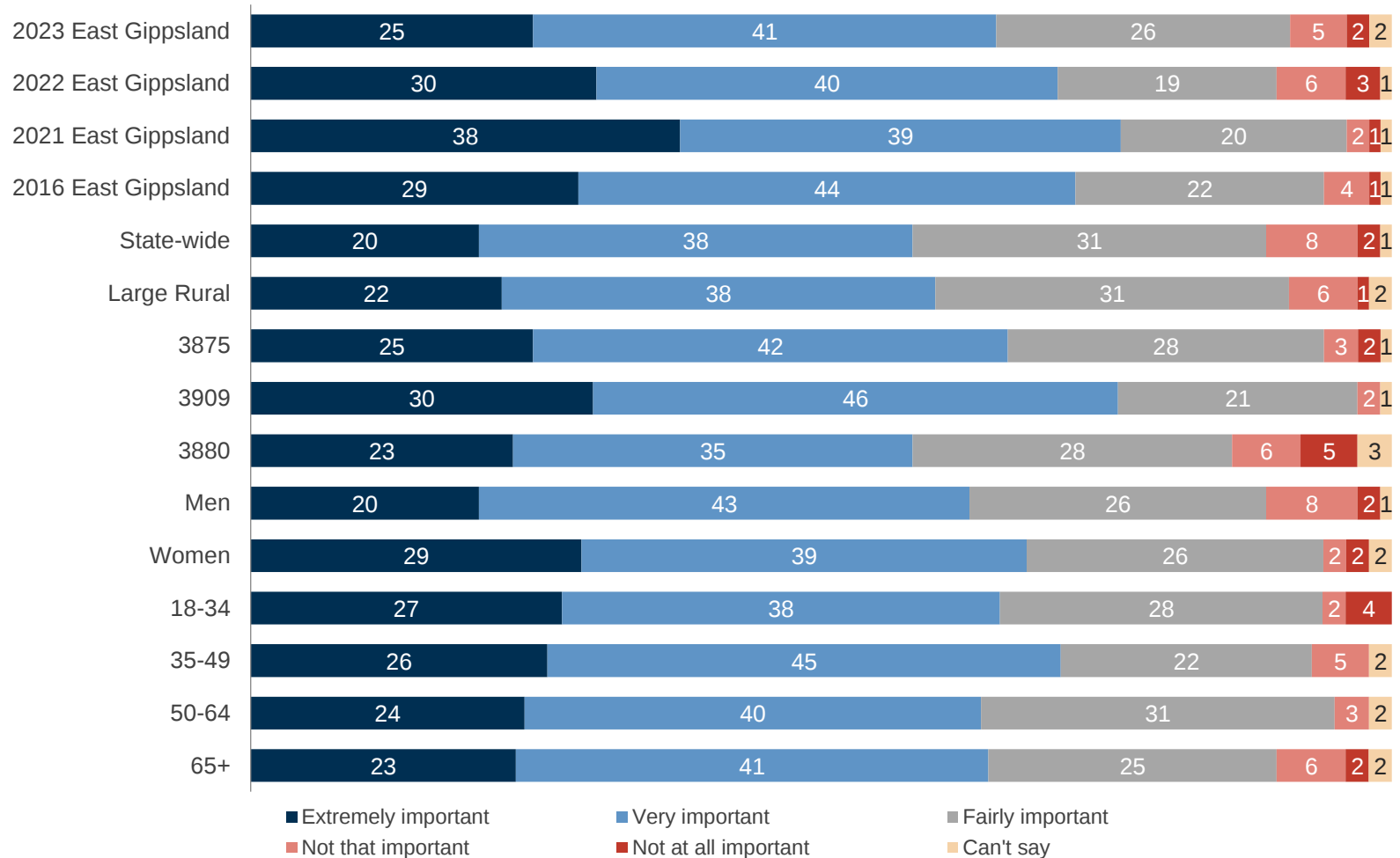
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7

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

Business and community development and tourism importance



2023 business/development/tourism importance (%)



Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
3909	61	55	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	56	53	n/a	n/a	n/a	n/a	62	n/a	66
65+	59	57	62	n/a	n/a	n/a	n/a	62	n/a	66
State-wide	59	60	61	59	61	60	61	60	61	62
Women	58	59	58	n/a	n/a	n/a	n/a	61	n/a	65
3875	58	57	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	58	57	57	n/a	n/a	n/a	n/a	59	n/a	63
Men	58	56	56	n/a	n/a	n/a	n/a	57	n/a	61
50-64	57	49	55	n/a	n/a	n/a	n/a	56	n/a	60
3880	57	55	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	56	58	59	61	62	61	60	59	59	n/a
35-49	53	67	52	n/a	n/a	n/a	n/a	54	n/a	61

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

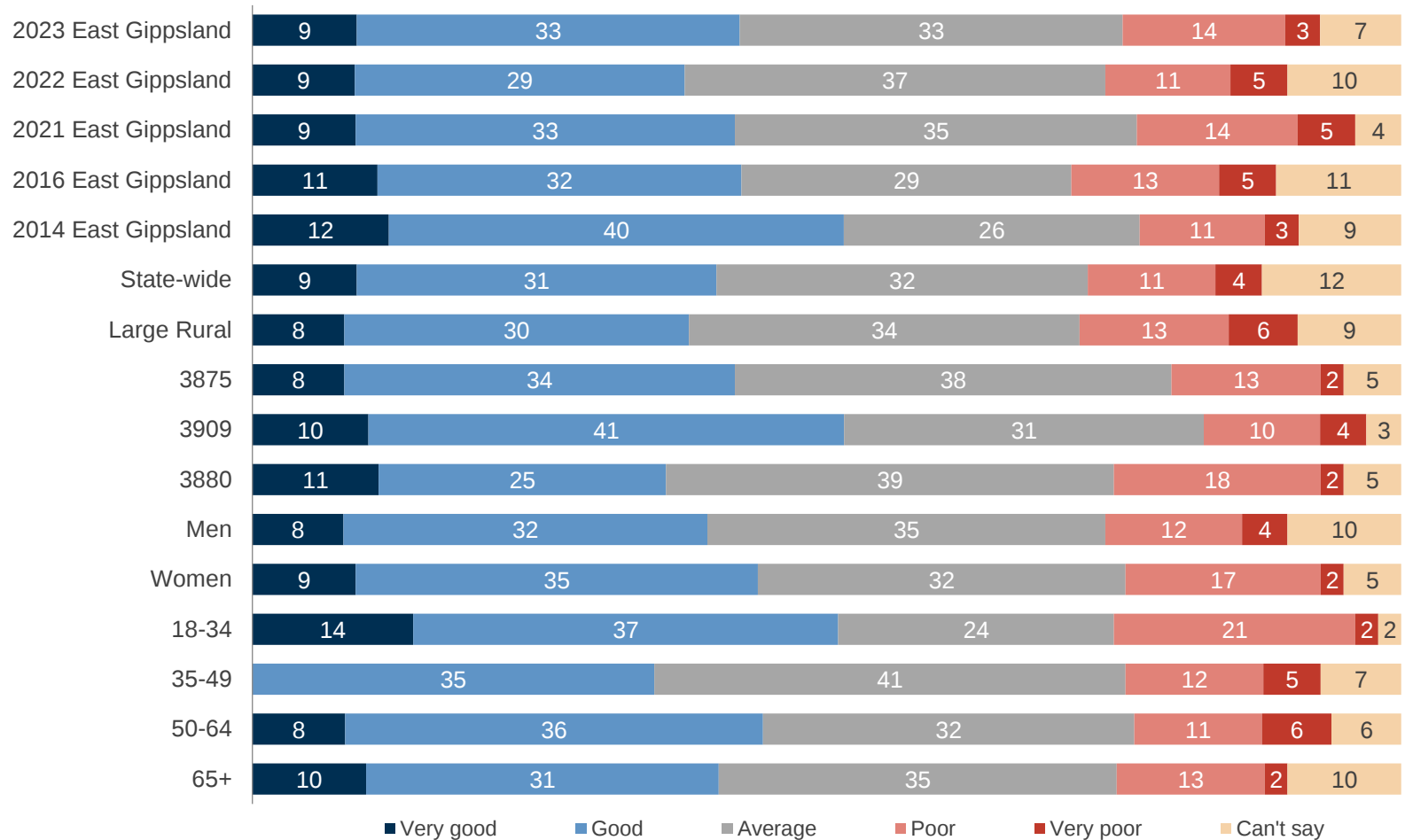
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10

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

Business and community development and tourism performance



2023 business/development/tourism performance (%)

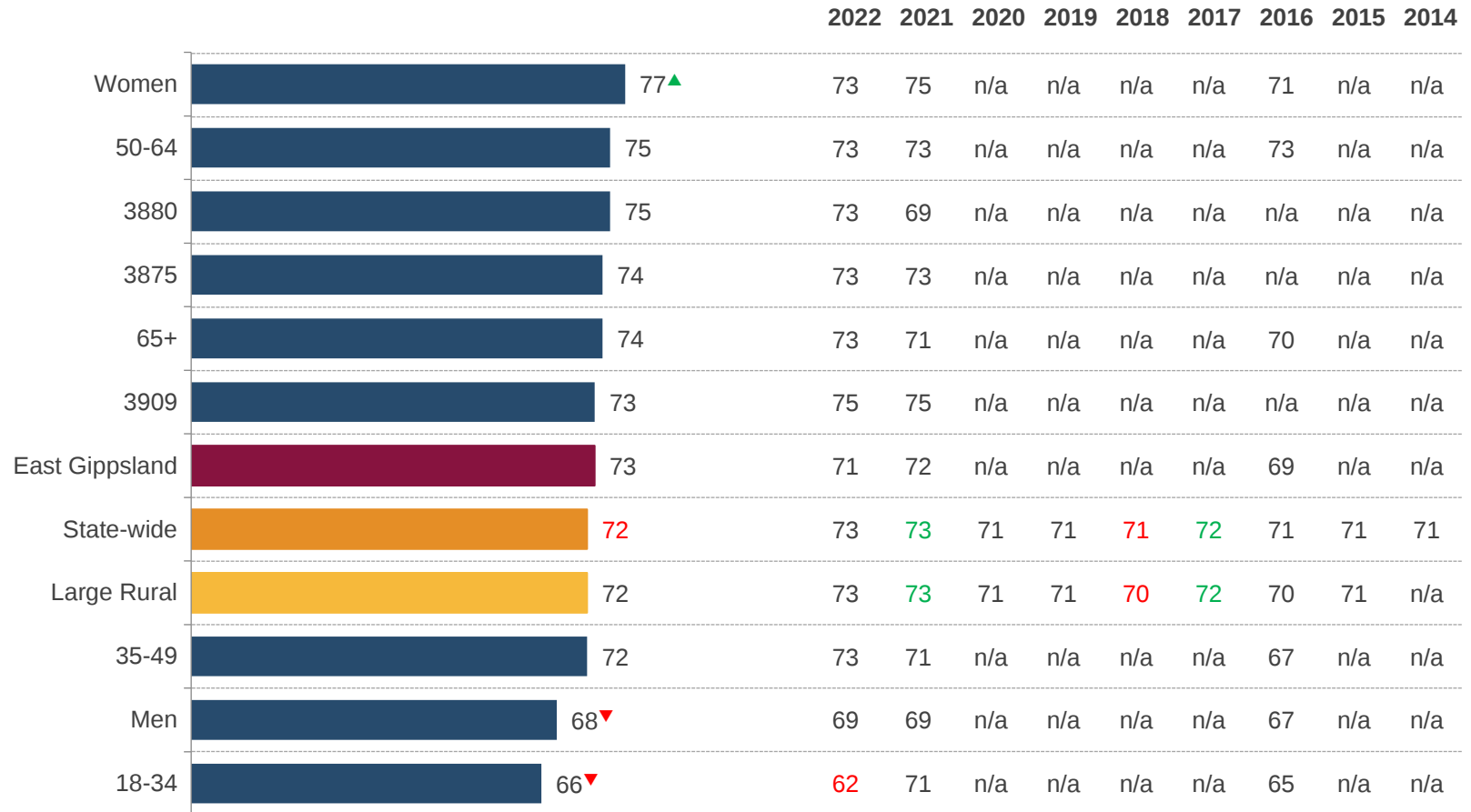




Planning and building permits importance



2023 planning and building permits importance (index scores)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

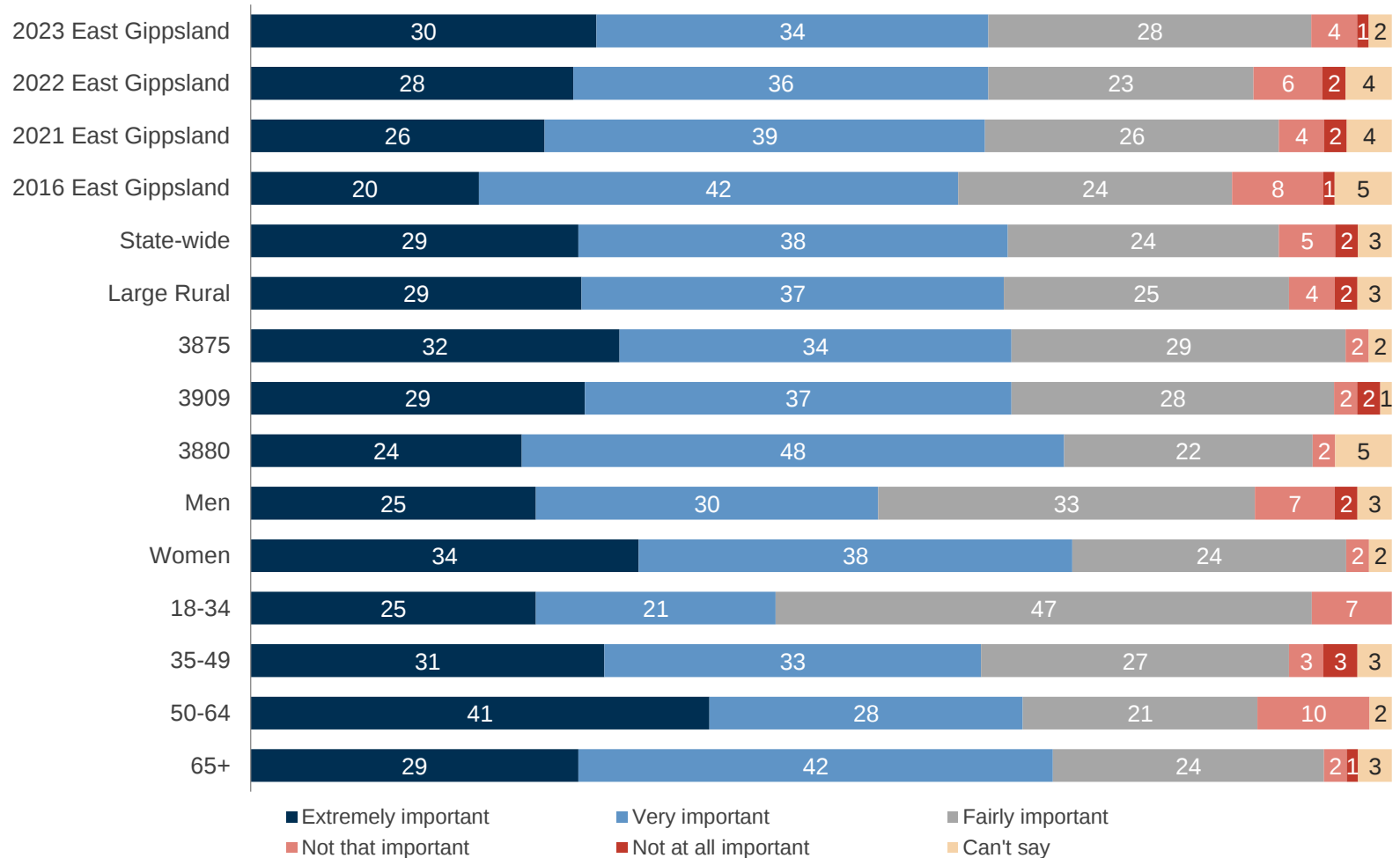
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2023 planning and building permits importance (%)





Planning and building permits performance



2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	47▲	50	51	51	52	52	51	50	54	53
3875	45	39	37	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	44	39	46	n/a	n/a	n/a	n/a	46	n/a	n/a
Large Rural	42	46	48	49	49	49	48	50	54	n/a
Men	41	40	39	n/a	n/a	n/a	n/a	42	n/a	n/a
East Gippsland	41	40	42	n/a	n/a	n/a	n/a	46	n/a	n/a
3909	40	44	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	40	41	45	n/a	n/a	n/a	n/a	50	n/a	n/a
50-64	37	39	38	n/a	n/a	n/a	n/a	44	n/a	n/a
35-49	37	37	36	n/a	n/a	n/a	n/a	41	n/a	n/a
18-34	36	48	43	n/a	n/a	n/a	n/a	55	n/a	n/a
3880	35	44	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

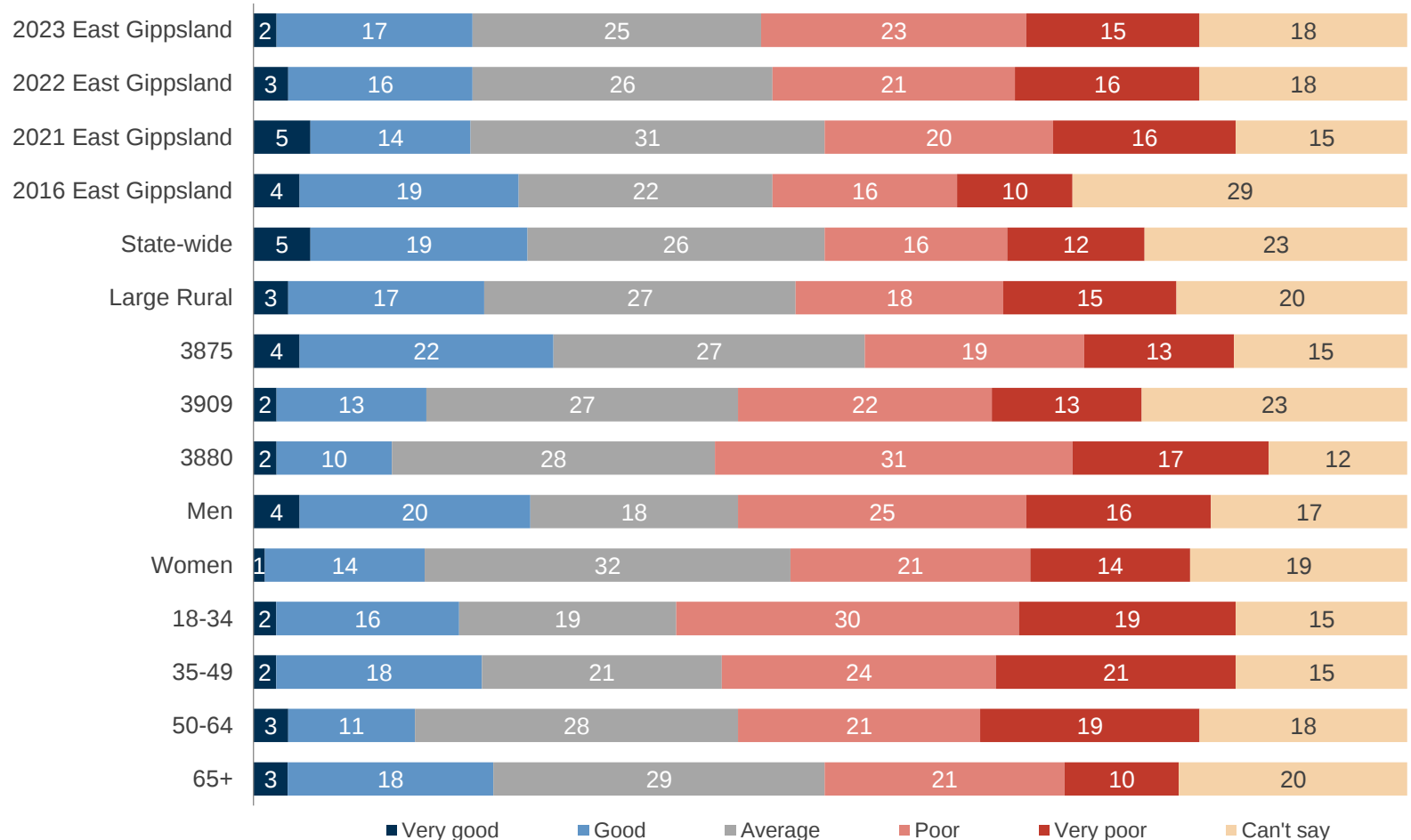
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2023 planning and building permits performance (%)

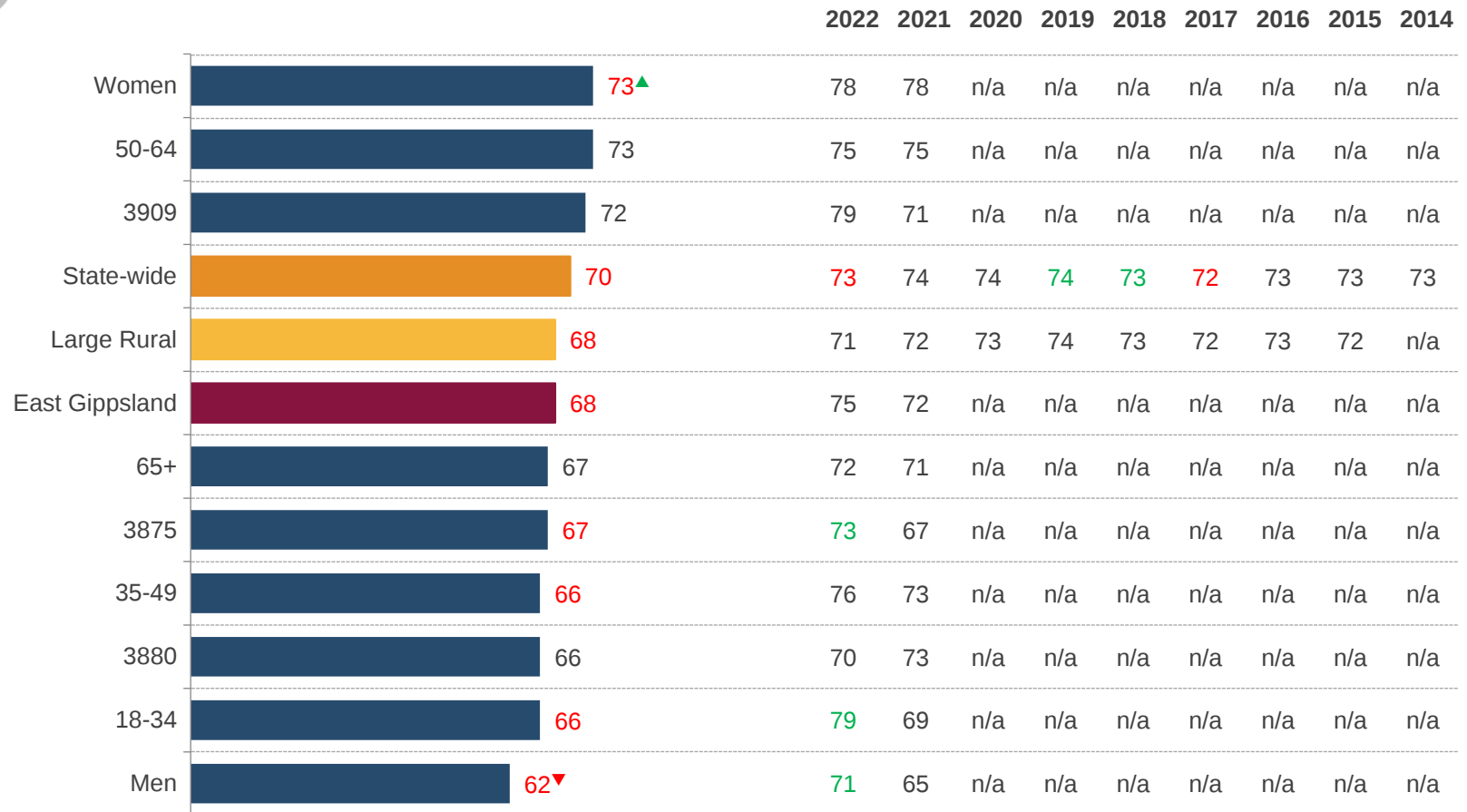




Environmental sustainability importance



2023 environmental sustainability importance (index scores)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8

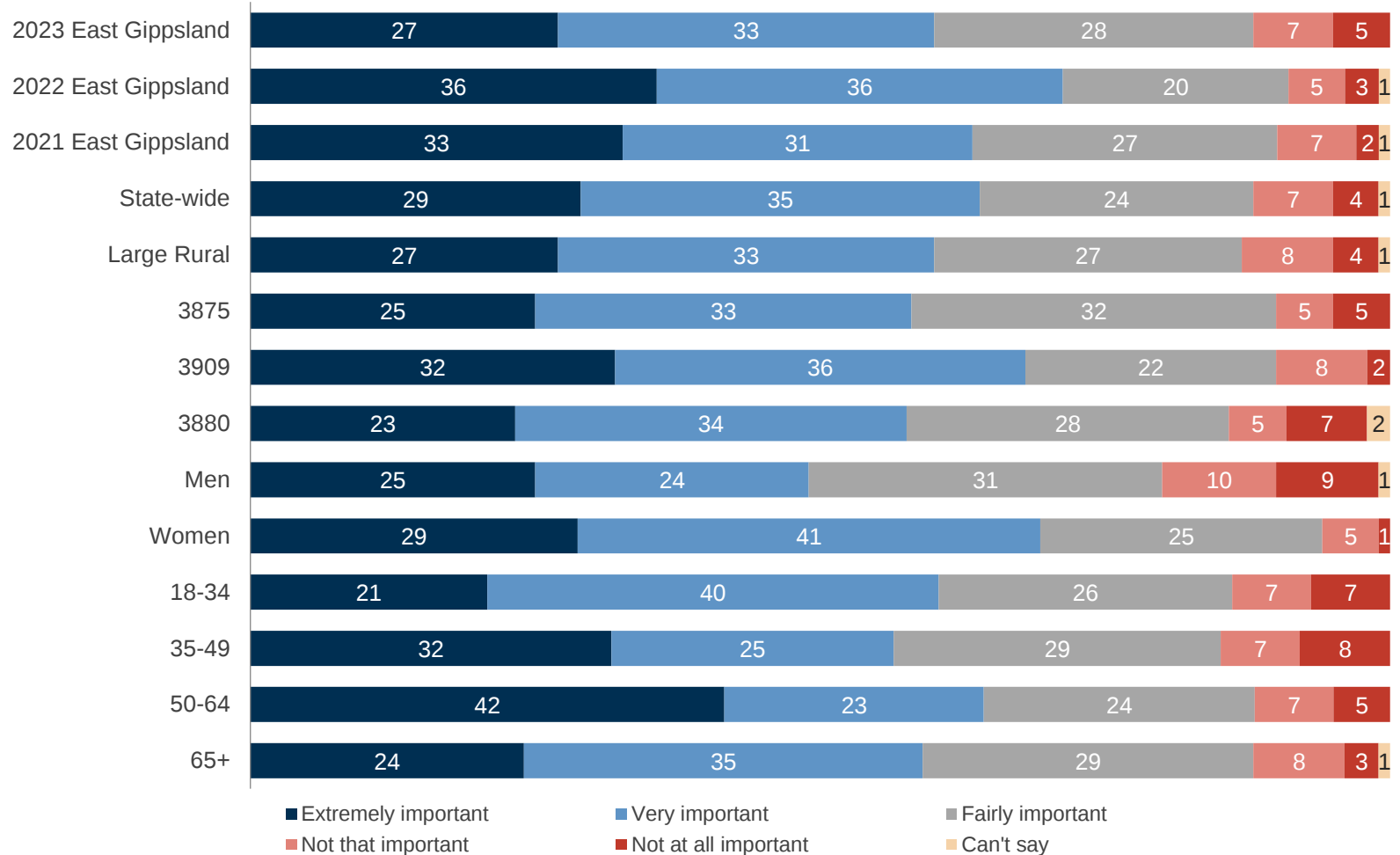
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2023 environmental sustainability importance (%)





Environmental sustainability performance



2023 environmental sustainability performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	60▲	61	62	60	62	63	64	63	64	64
3909	59	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	54	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	58	59	61	60	61	61	62	62	64	n/a
3875	58	61	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3880	57	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	56	57	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	56	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	55	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	55	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	63	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	61	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10

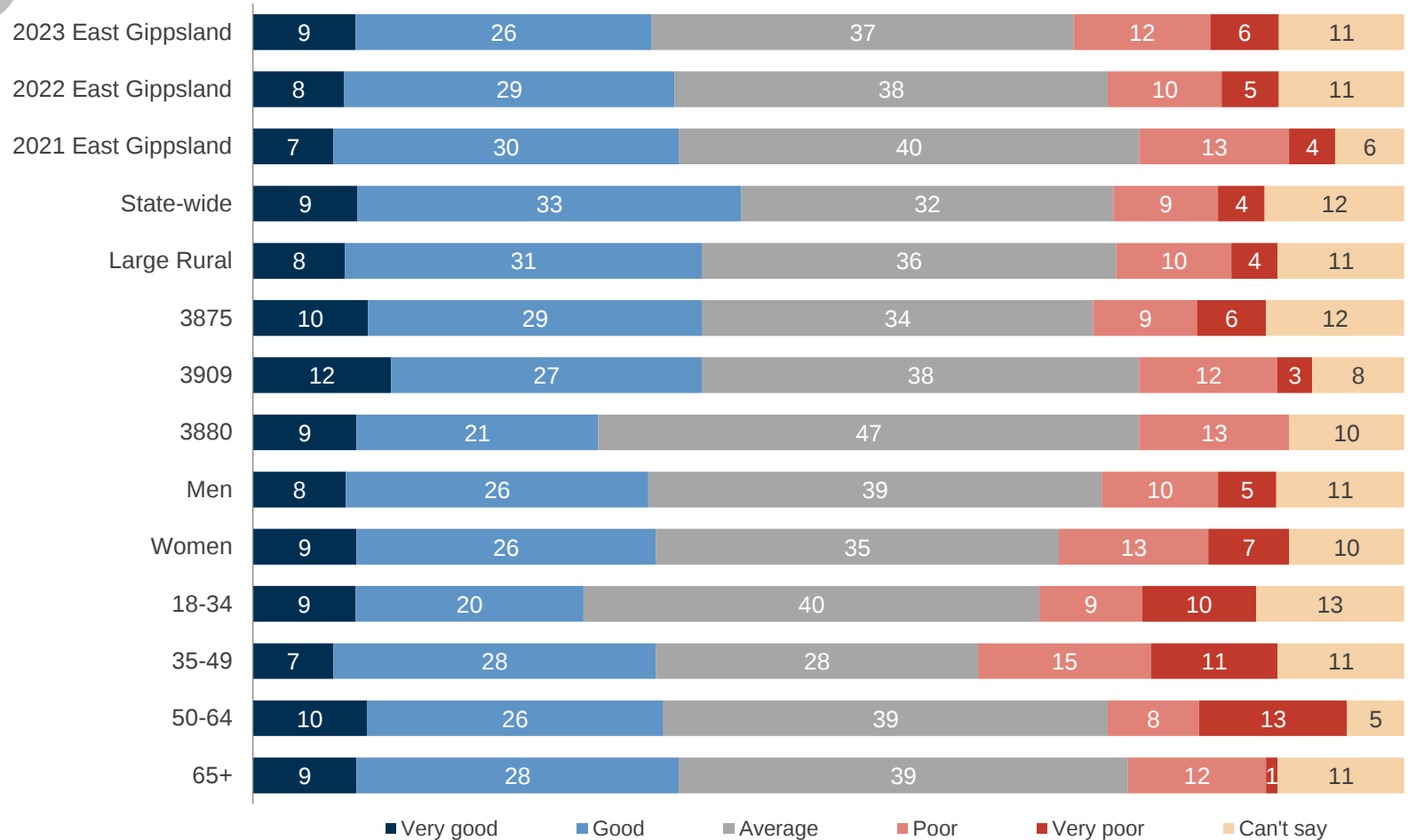
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2023 environmental sustainability performance (%)

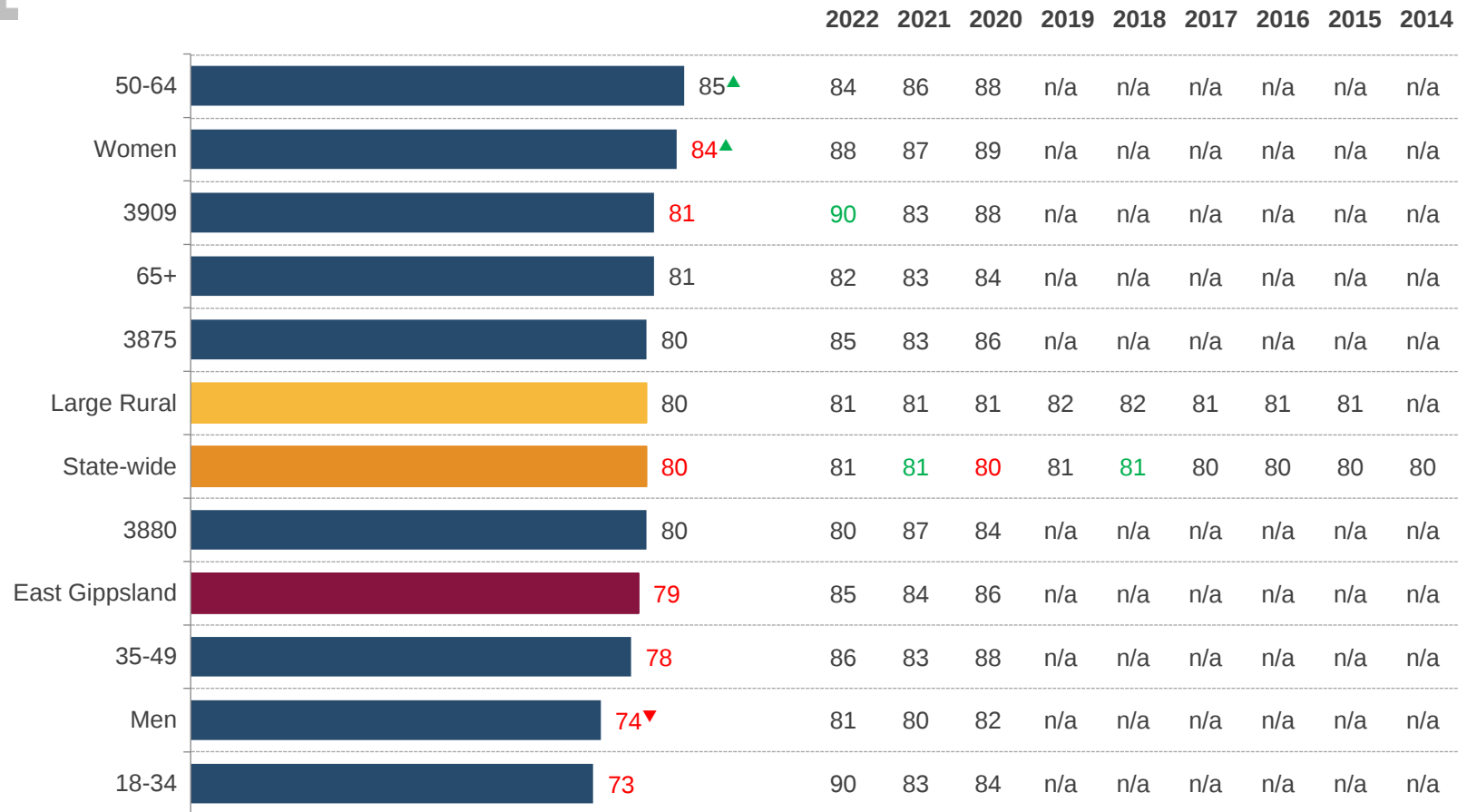




Emergency and disaster management importance



2023 emergency and disaster management importance (index scores)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 7

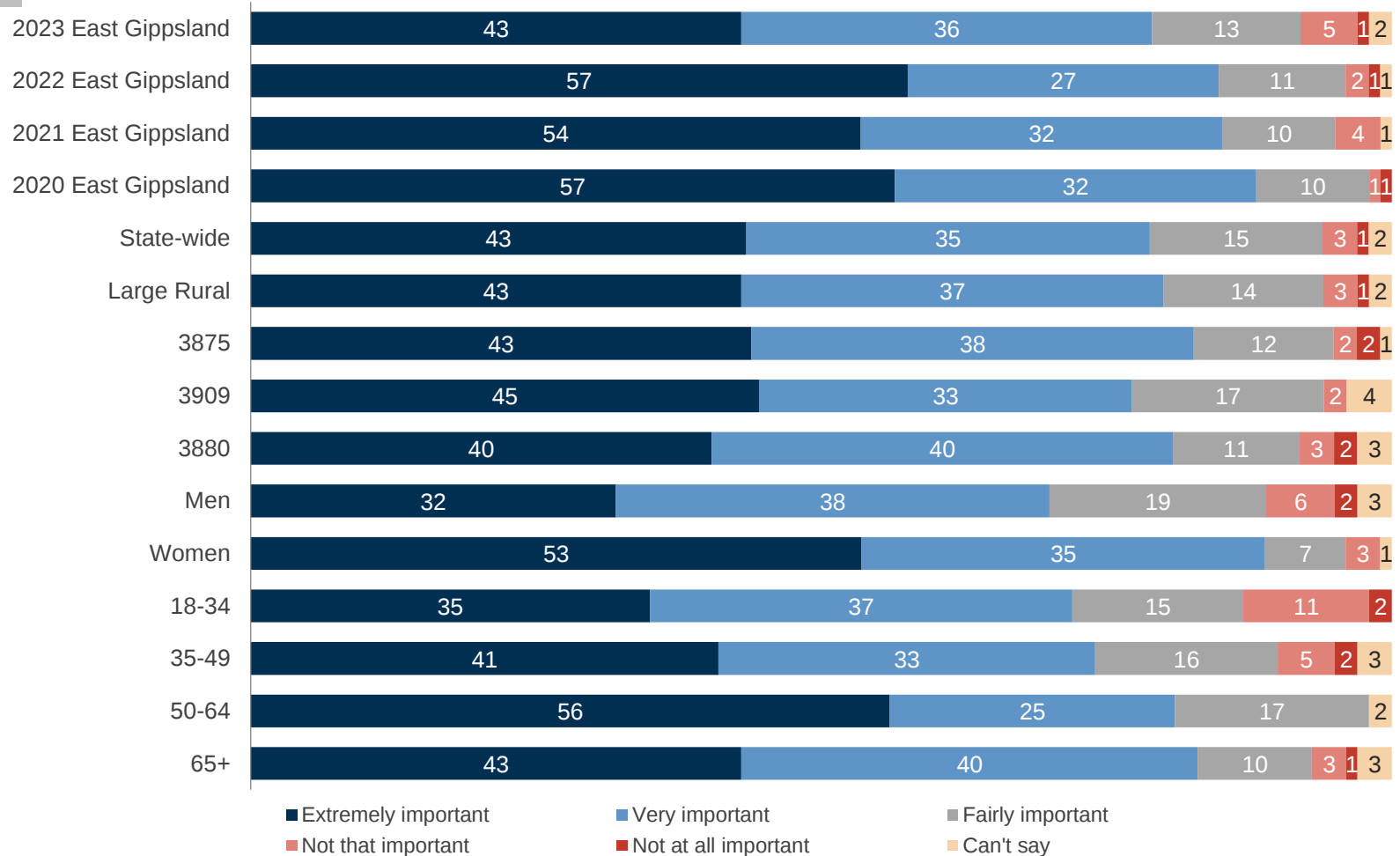
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2023 emergency and disaster management importance (%)

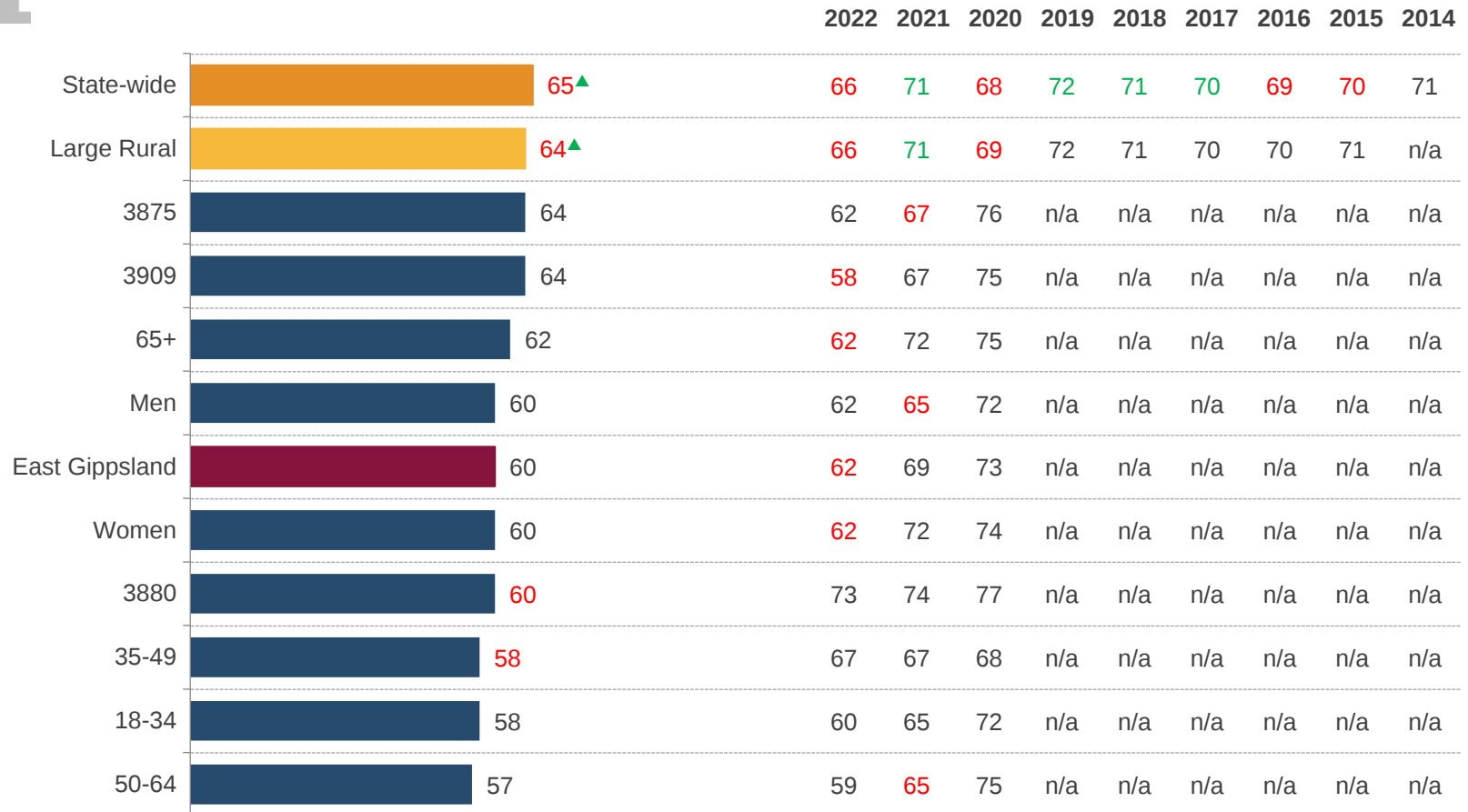




Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)



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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

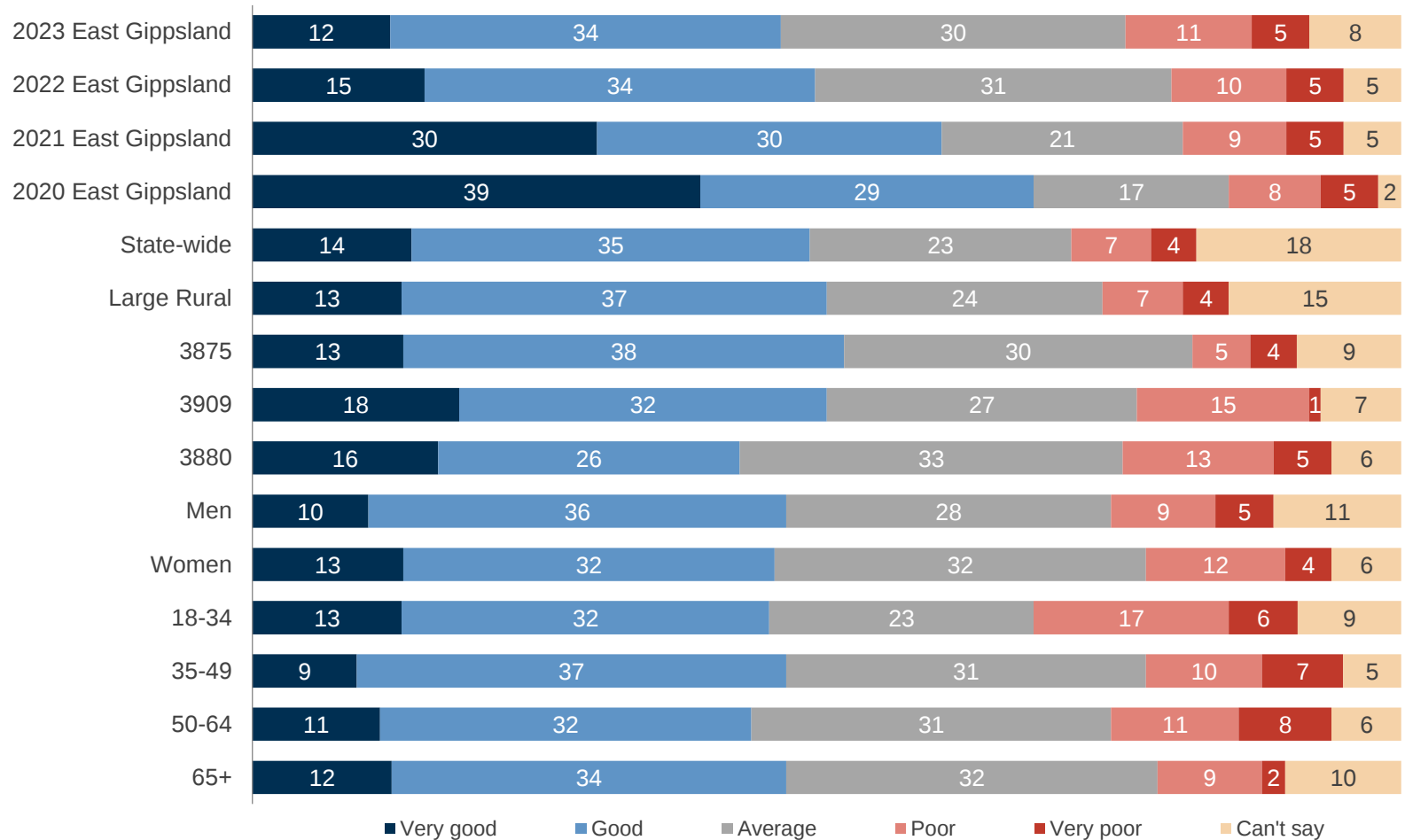
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2023 emergency and disaster management performance (%)

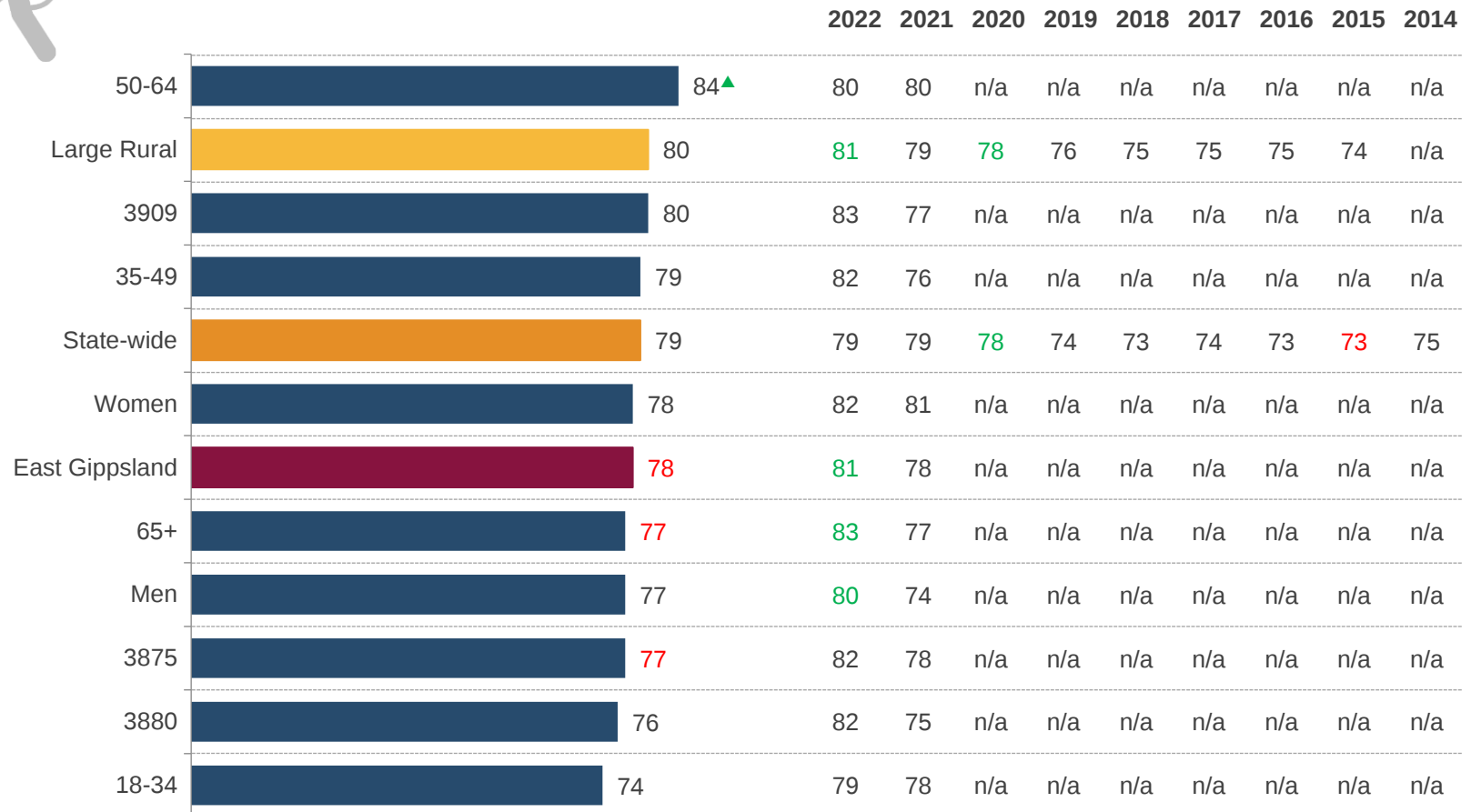




Roadside slashing and weed control importance



2023 roadside slashing and weed control importance (index scores)



Q1. Firstly, how important should 'Roadside slashing and weed control' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 10 Councils asked group: 5

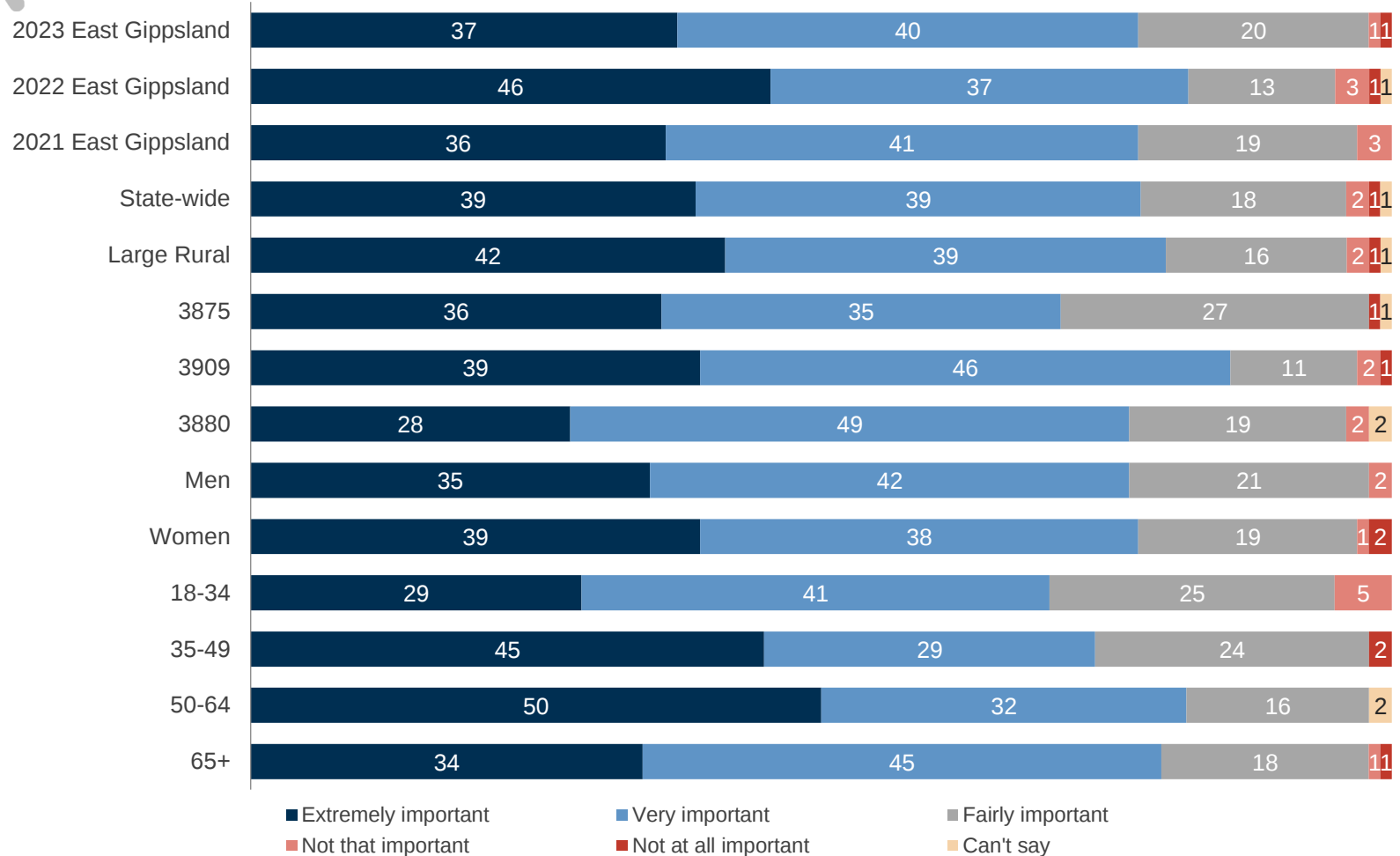
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2023 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
3880	47	44	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	46▲	49	51	49	56	55	53	56	55	55
3909	45	42	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	45	40	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	44	38	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	43	33	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	43	44	51	48	52	51	50	54	53	n/a
East Gippsland	43	36	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	43	32	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	41	33	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	40	33	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40	39	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Roadside slashing and weed control' over the last 12 months?

Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5

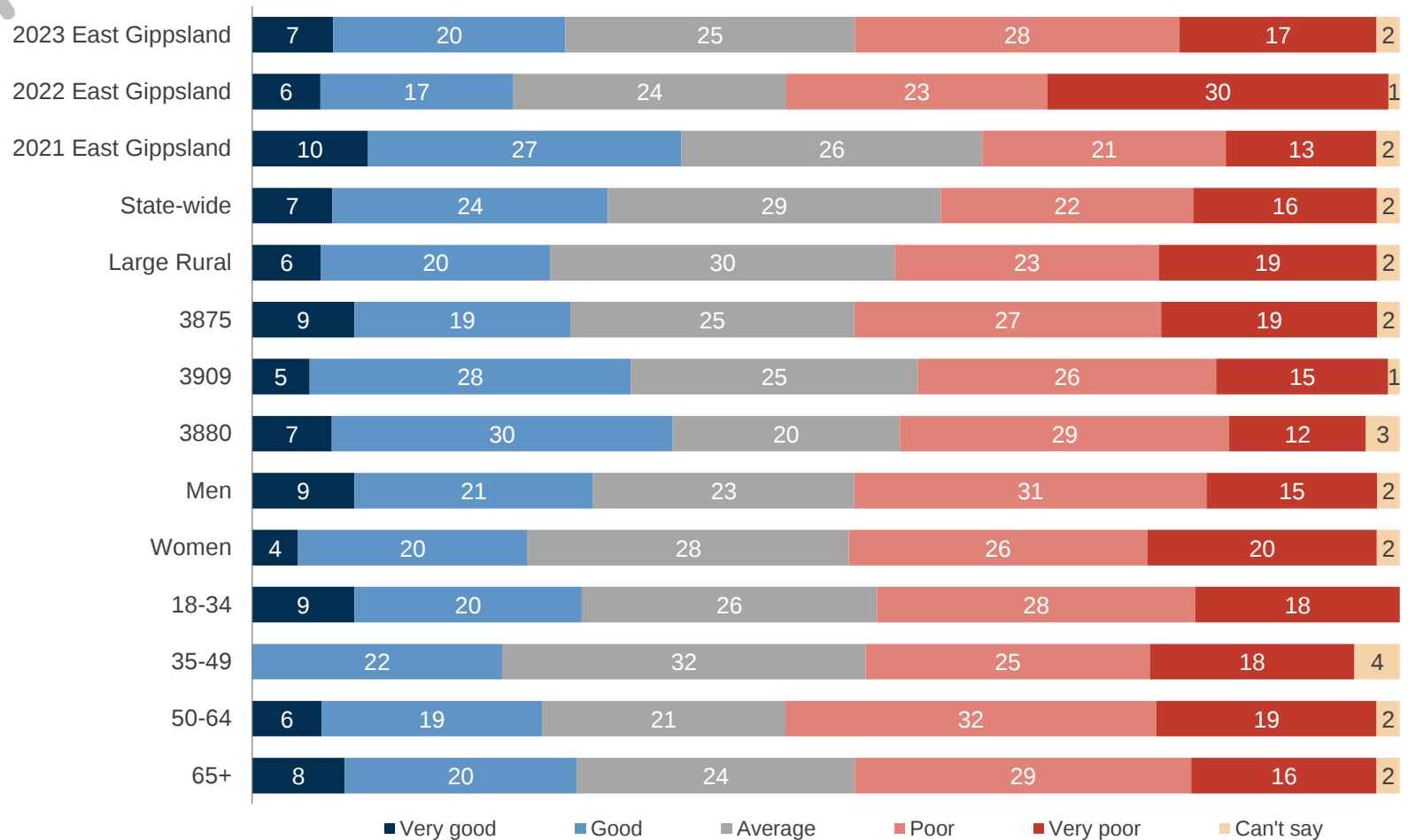
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2023 roadside slashing and weed control performance (%)



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

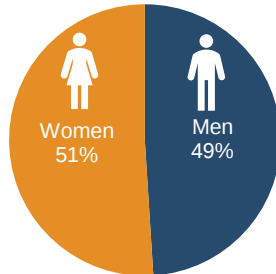
Detailed demographics



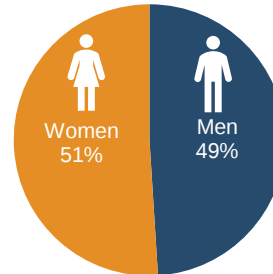
Gender and age profile

2023 gender

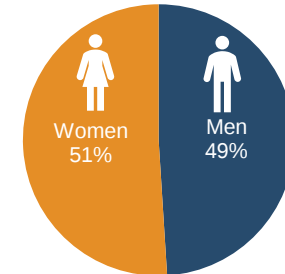
East Gippsland



Large Rural

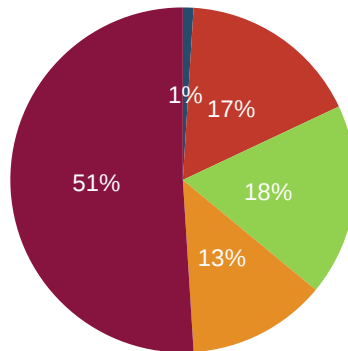


State-wide

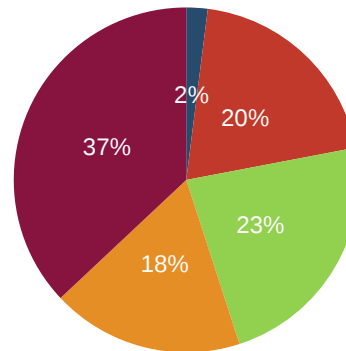


2023 age

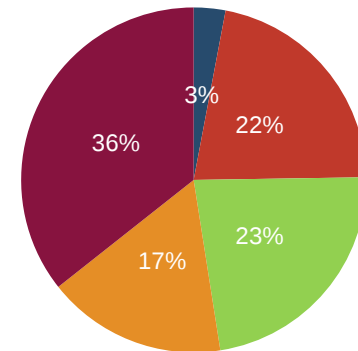
East Gippsland



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

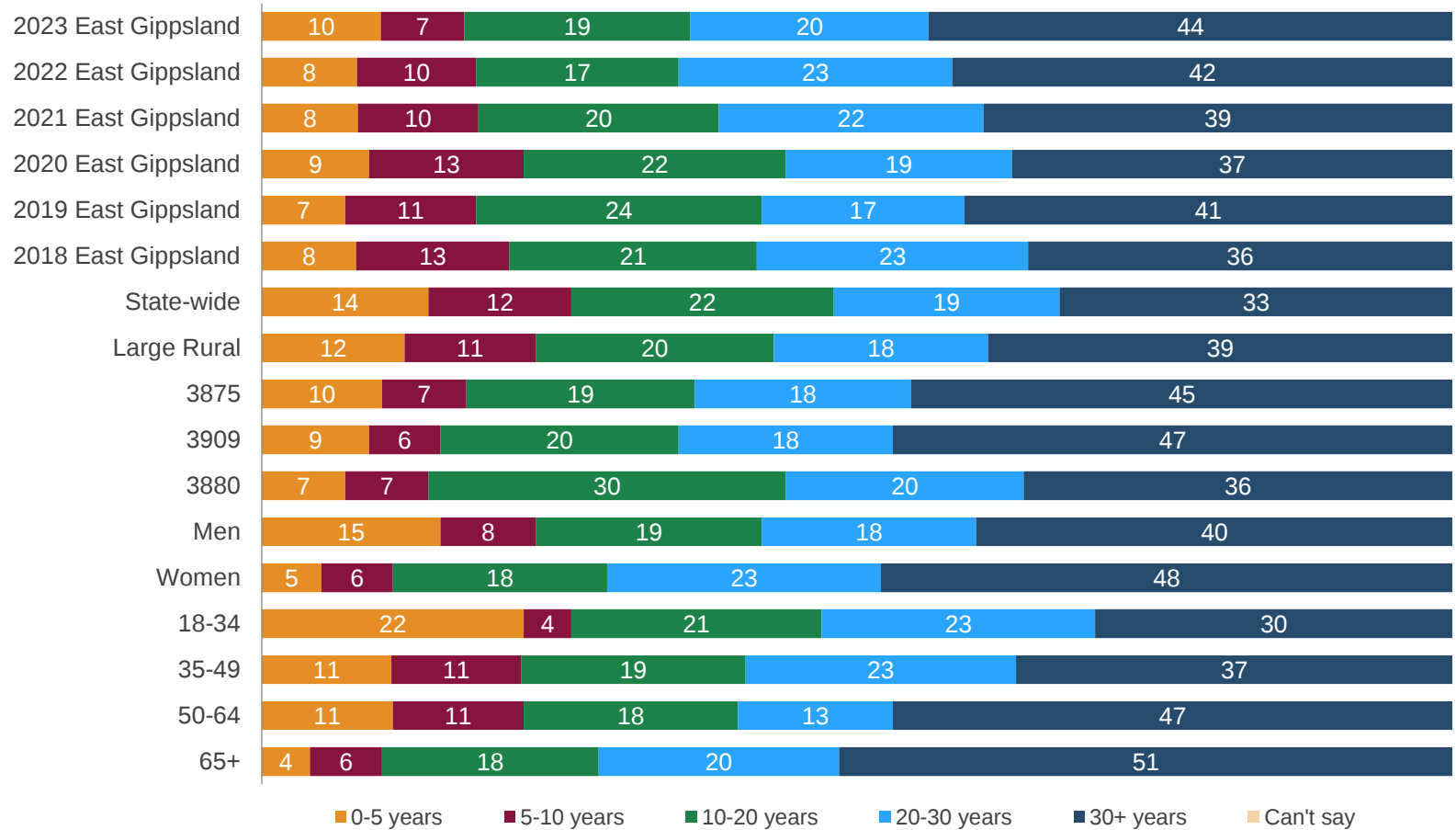
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



Years lived in area

2023 years lived in area (%)





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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for East Gippsland Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% 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 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 39,600 people aged 18 years or over for East Gippsland Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
East Gippsland Shire Council	400	400	+/-4.9
Men	202	196	+/-6.9
Women	198	204	+/-7.0
3875	134	136	+/-8.5
3909	70	72	+/-11.8
3880	58	52	+/-13.0
18-34 years	47	73	+/-14.4
35-49 years	55	72	+/-13.3
50-64 years	62	53	+/-12.5
65+ years	236	202	+/-6.4



Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

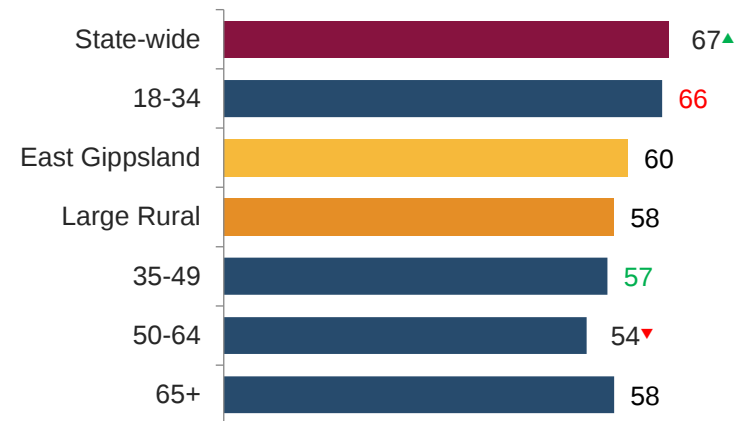
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

**2023 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

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

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the East Gippsland Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in East Gippsland Shire Council.

Survey sample matched to the demographic profile of East Gippsland Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within East Gippsland Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in East Gippsland Shire Council. Survey fieldwork was conducted in the period of 27th January – 19th March 2023.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 vary slightly.

Council Groups

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

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

Councils participating in the Large Rural group are:

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

Wherever appropriate, results for East Gippsland Shire Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of East Gippsland Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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