



2024 Local Government Community Satisfaction Survey

East Gippsland Shire Council

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



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Background and objectives

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

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

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

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

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

Serving Victoria for 25 years

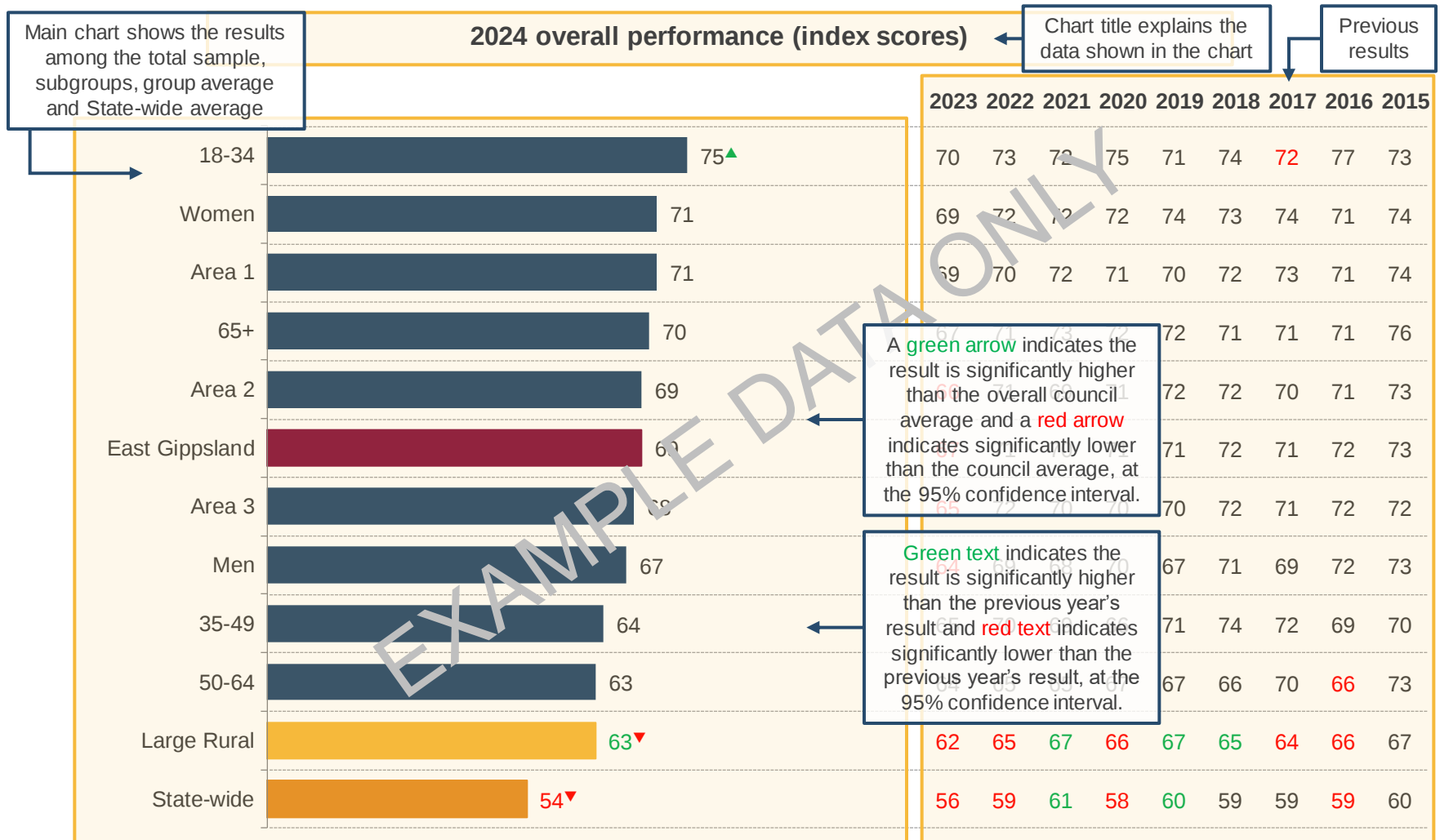
Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 25 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide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

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

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



How to read index score charts in this report



Question asked and base size(s)

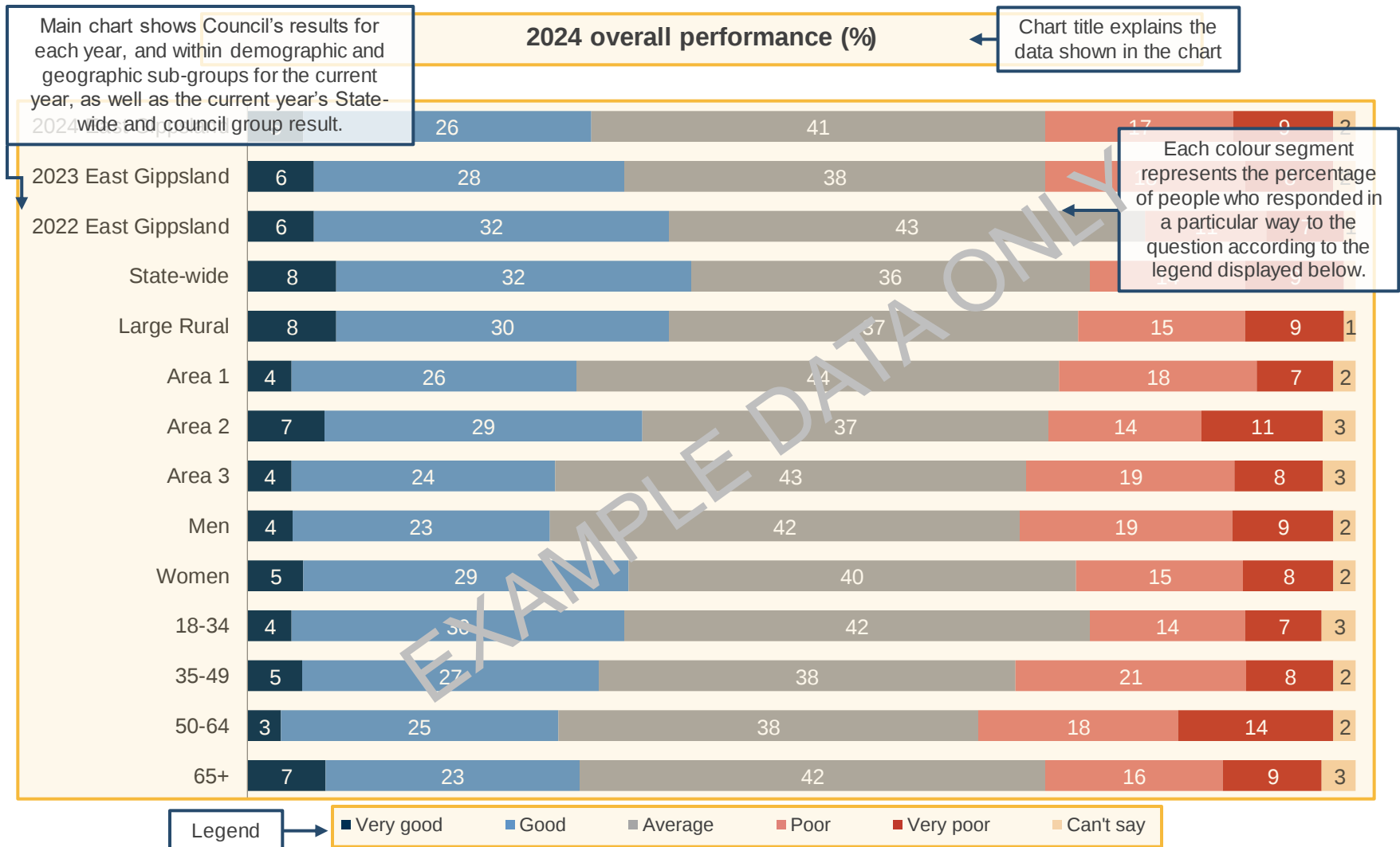
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of East Gippsland Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

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

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



How to read stacked bar charts in this report



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: 62 Councils asked group: 9

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 50



State-wide 54

Council performance compared to group average

Top 3 performing areas



Waste management

≡ on par



Art centres & libraries

▼ lower



Appearance of public areas

≡ on par

Bottom 4 performing areas



Planning & building permits

≡ on par



Sealed local roads

≡ on par



Slashing & weed control

≡ on par



Consultation & engagement

▼ lower



Customer service

≡ on par



Summary of core measures

Index scores


Overall
Performance


Value for
money


Community
Consultation

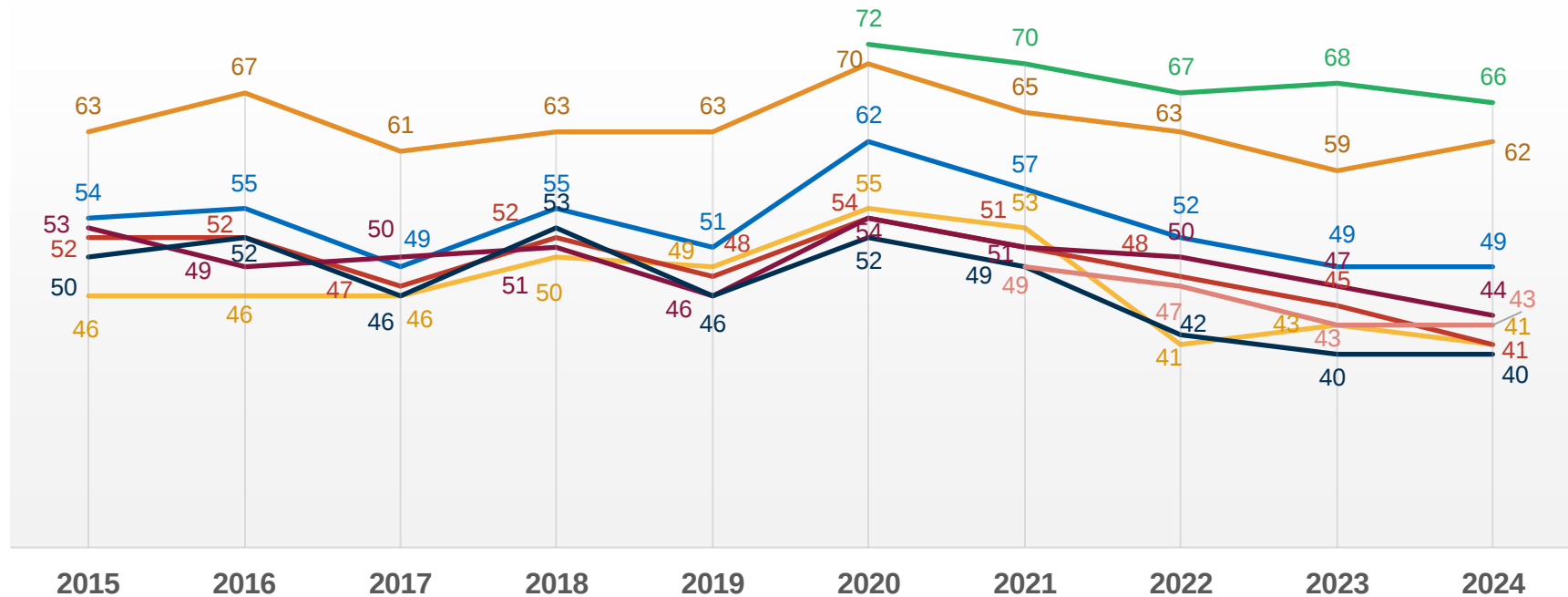

Making
Community
Decisions


Sealed
Local
Roads


Waste
management


Customer
Service

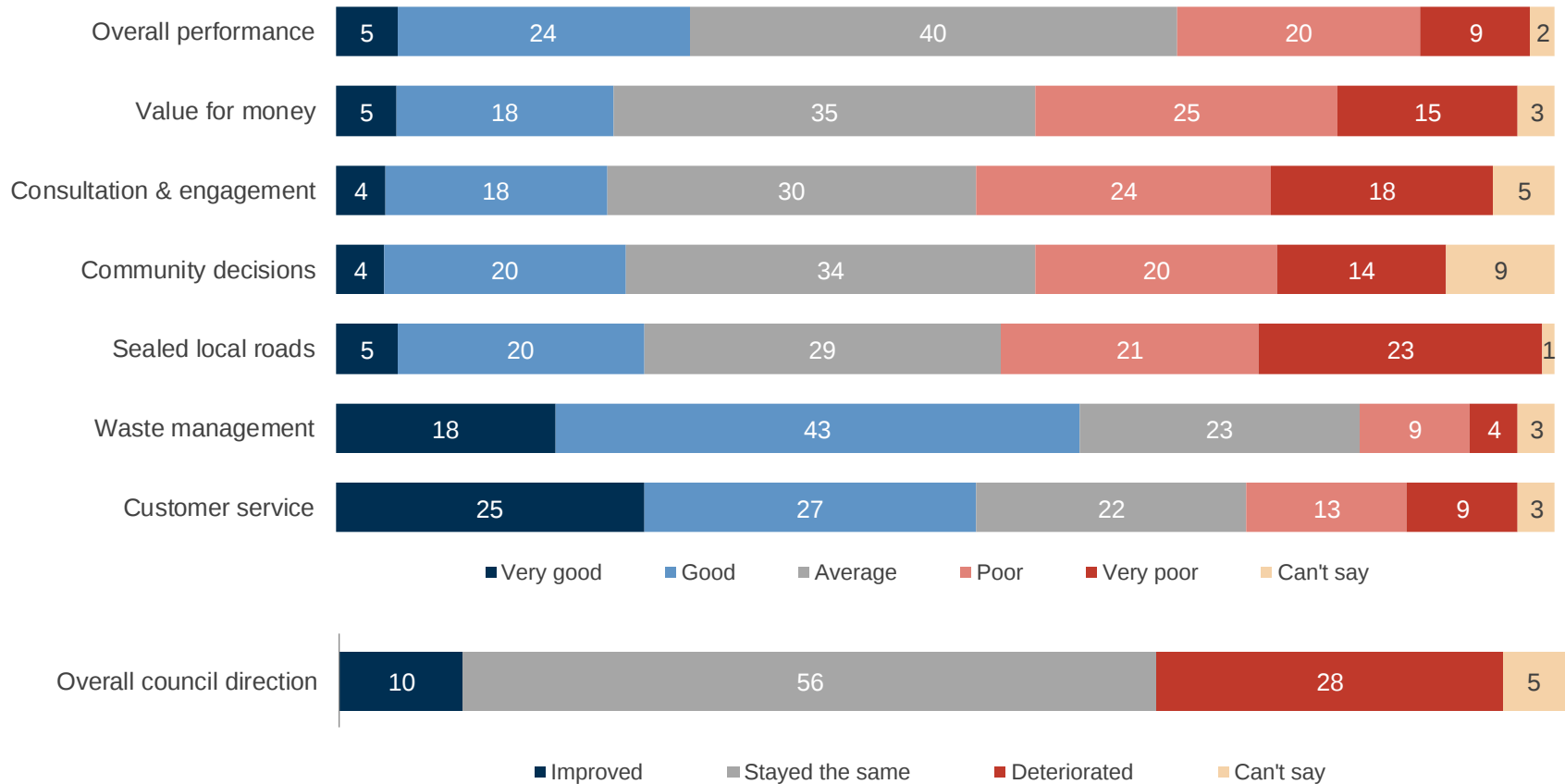

Overall
Council
Direction





Summary of core measures

Core measures summary results (%)





Summary of East Gippsland Shire Council performance

Services		East Gippsland 2024	East Gippsland 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Overall performance	49	49	50	54	65+ years	18-34 years
	Value for money	43	43	43	48	3909 residents	35-49 years
	Overall council direction	40	40	42	45	Women	18-34 years
	Customer service	62	59	65	67	3909 residents	3875 residents, 50-64 years
	Waste management	66	68	65	67	65+ years	50-64 years
	Art centres & libraries	66	63	71	73	3875 residents	3880 residents
	Appearance of public areas	65	60	66	68	3909 residents	35-49 years
	Recreational facilities	63	66	64	68	65+ years	18-34 years
	Emergency & disaster mngt	60	60	65	65	35-49 years	18-34 years
	Enforcement of local laws	57	59	60	61	35-64 years, 65+ years, 3875 residents	3880 residents



Summary of East Gippsland Shire Council performance

Services		East Gippsland 2024	East Gippsland 2023	Large Rural 2024	State-wide 2024	Highest score	Lowest score
	Bus/community dev./tourism	55	58	55	57	3880 residents	18-64 years
	Environmental sustainability	55	56	58	60	Women	Men
	Informing the community	48	47	53	56	65+ years, Women	50-64 years
	Community decisions	44	47	46	50	3909 residents	18-34 years
	Lobbying	44	49	47	50	65+ years, 35-49 years	18-34 years, 50-64 years
	Consultation & engagement	41	45	48	51	35-49 years	18-34 years
	Slashing & weed control	41	43	43	45	3909 residents	35-49 years
	Sealed local roads	41	43	38	45	65+ years	18-49 years
	Planning & building permits	39	41	41	45	3880 residents	50-64 years



Focus areas for the next 12 months

Overview

Perceptions of East Gippsland Shire Council's overall performance (index score of 49) stabilised this year following a downward trend in perceptions over a number of years from a peak index score of 62 in 2020. Perceptions in nearly all areas evaluated in 2024 have also been maintained from 12 months ago. The appearance of public areas is one exception, here perceptions of Council's performance have significantly improved. In the areas of lobbying, and consultation and engagement, perceptions declined significantly.

Key influences on perceptions of overall performance

Decisions made in the interest of the community, and community consultation and engagement, are among Council's lower rated service areas. These service areas have a relatively stronger influence on overall perceptions of Council making them a priority for improvement. Roadside slashing and weed control, lobbying, planning and building permits, and informing the community should also be a focus, as these areas also have a moderate to strong influence on overall perceptions.

Comparison to state and area grouping

Council performs in line with the Large Rural group averages on the core measures of overall performance, value for money, overall council direction and customer service. Council also performs in line with the Large Rural group on more than half of the 15 services areas evaluated, and significantly below on the rest. Council performs significantly below the State-wide average on most service areas evaluated, but in line with the State-wide group on waste management, and business and community development and tourism.

Maintain efforts on stronger performing, tangible service areas

Recreational facilities and waste management are among Council's stronger performing areas, and these areas also have a moderate influence on overall perceptions. Efforts here should be maintained. Customer service is another stronger performing area where Council has reversed a declining trend in perceptions. Residents in 3875 should be a focus for customer service efforts as perceptions here continue to decline. Communications can assist to ensure the community are aware of Council plans and actions.

DETAILED FINDINGS



Overall performance



Overall performance

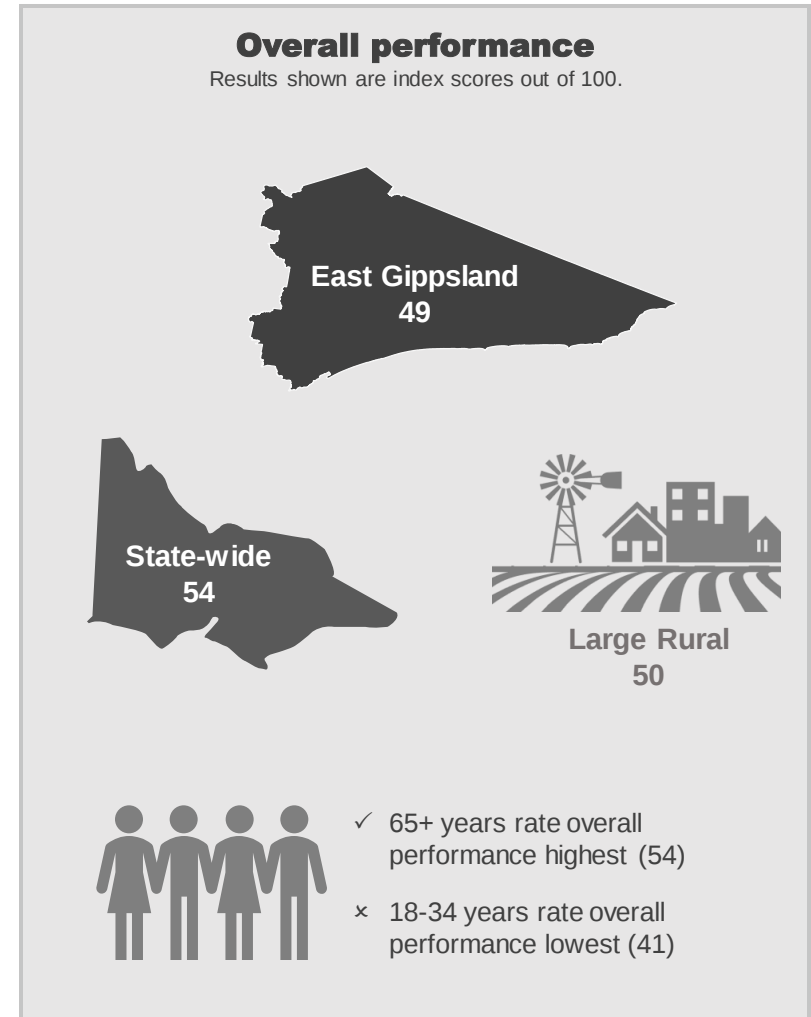
Perceptions of East Gippsland Shire Council's overall performance have been stable over the past two years (index scores of 49). This brings a halt to what had been a downward trend in perceptions from a peak overall performance rating of 62 in 2020. The current rating is Council's lowest rating for overall performance in a decade (and equal to that seen in 2017).

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating State-wide and is rated in-line with the average for the Large Rural group (index scores of 54 and 50 respectively). Both group averages have declined significantly over the last few years.

Perceptions of overall performance differ significantly from the Council average among residents aged:

- 65 years or more (index score of 54) who rate Council's overall performance significantly higher
- 18 to 34 years (index score of 41) who rate Council's overall performance significantly lower.

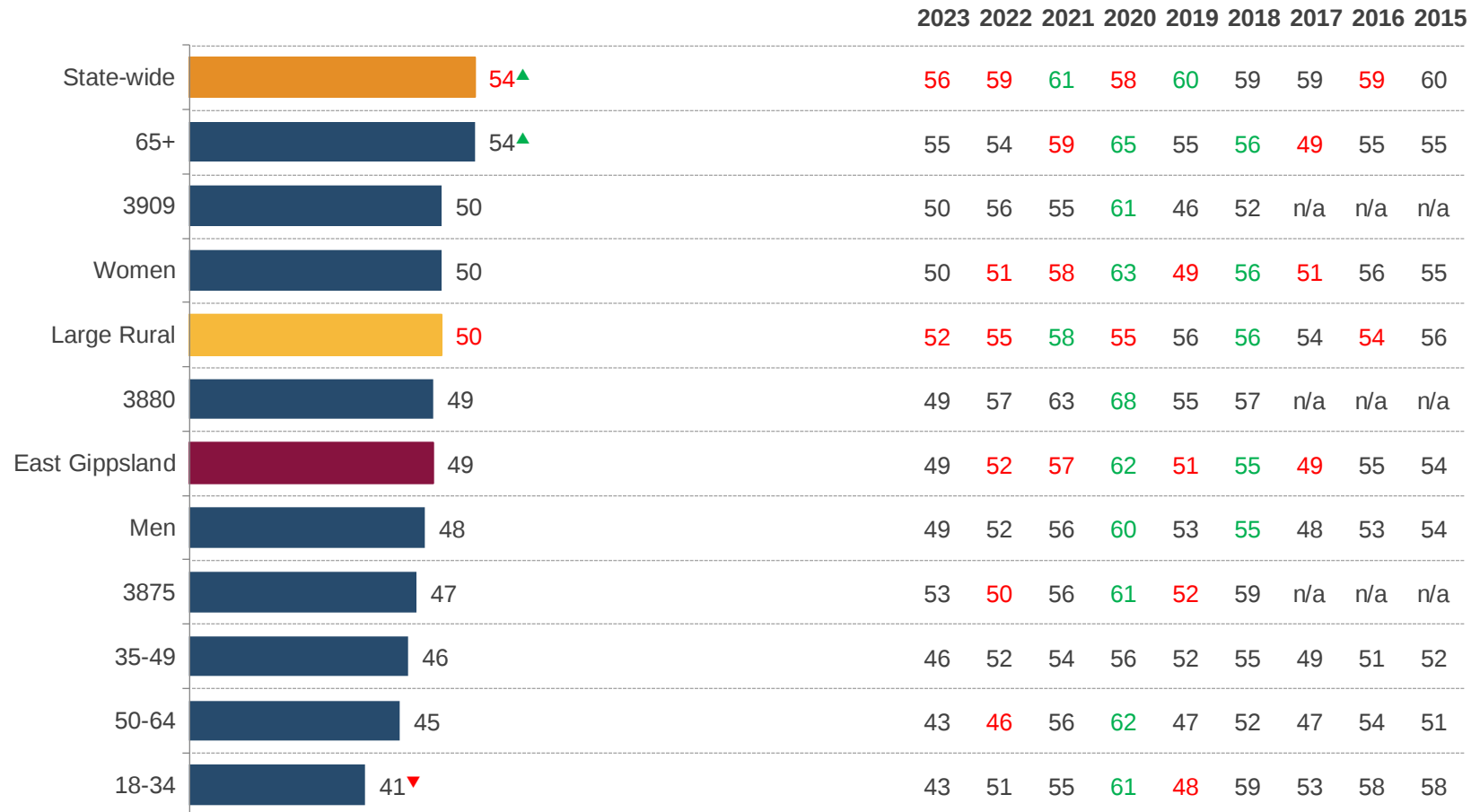
Perceptions of Council's value for money in services and infrastructure (index score of 43) have been declining steadily from a peak rating of 49 in 2021. This follows the pattern in the Large Rural group. More residents (40%) rate value for money as 'very poor' or 'poor' than 'very good' or 'good' (23%).





Overall performance

2024 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?

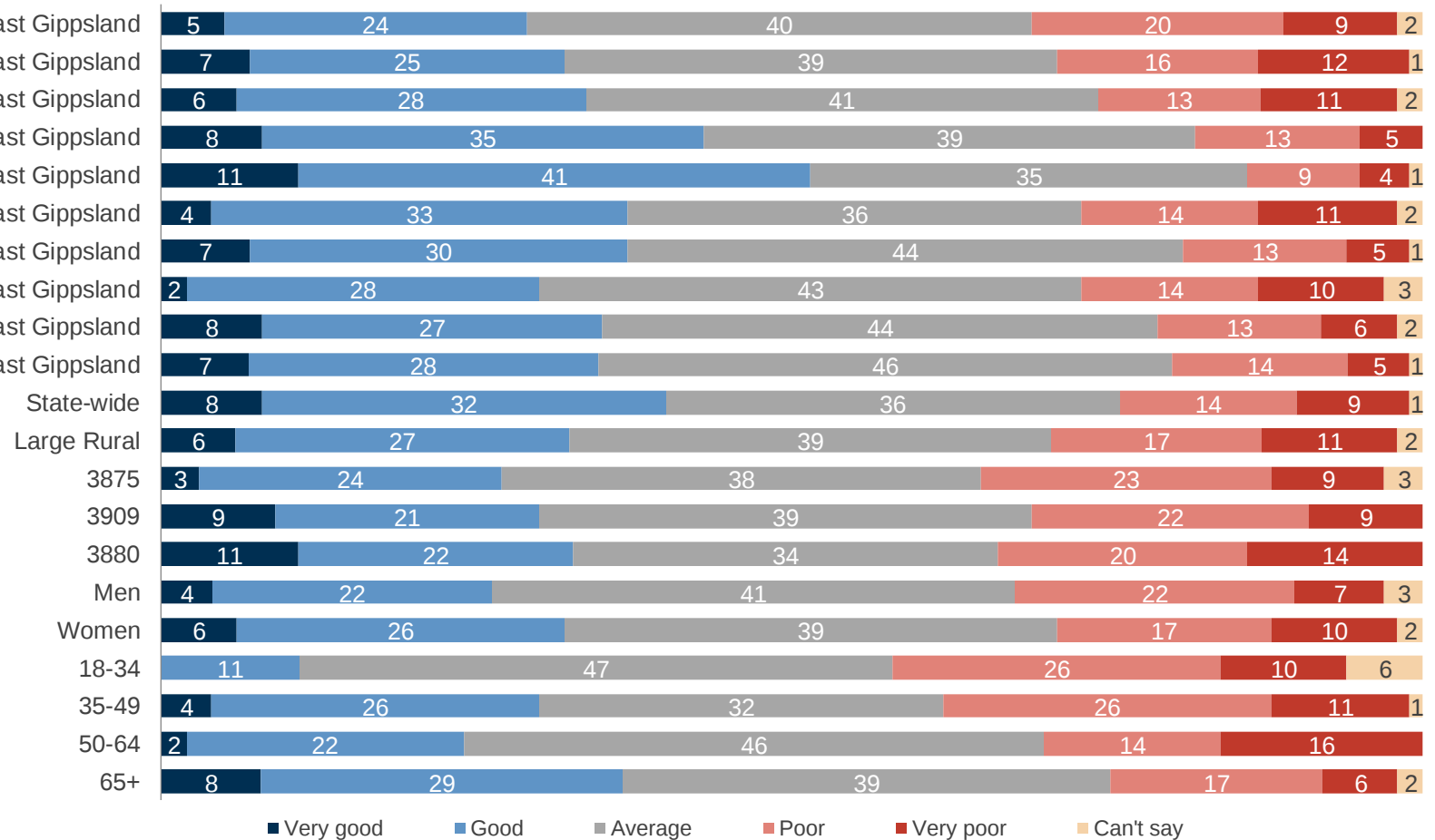
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall performance

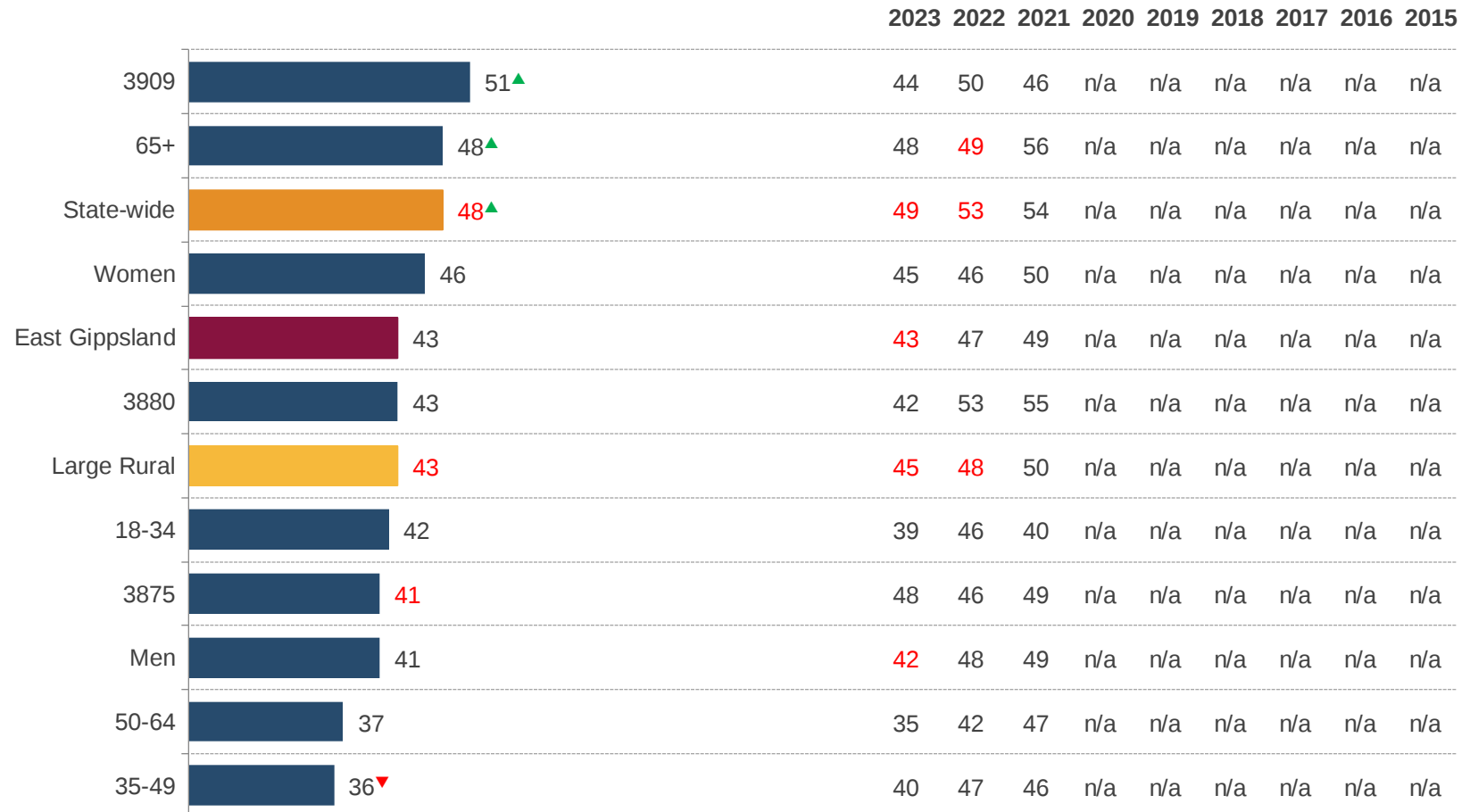
2024 overall performance (%)





Value for money in services and infrastructure

2024 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?

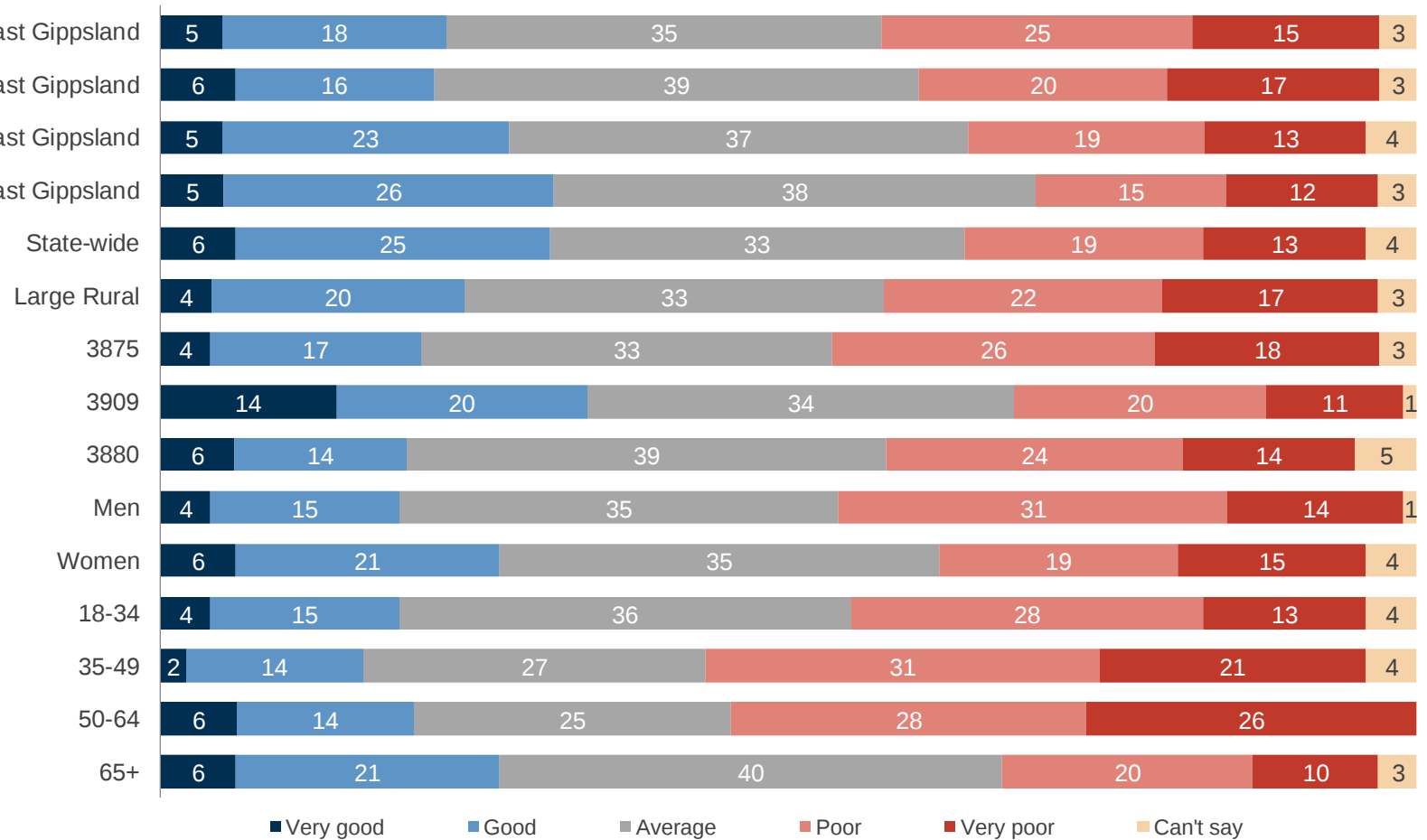
Base: All respondents. Councils asked State-wide: 61 Councils asked group: 18

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



Value for money in services and infrastructure

2024 value for money (%)



Q3b. How would you rate 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: 61 Councils asked group: 18



Top performing service areas

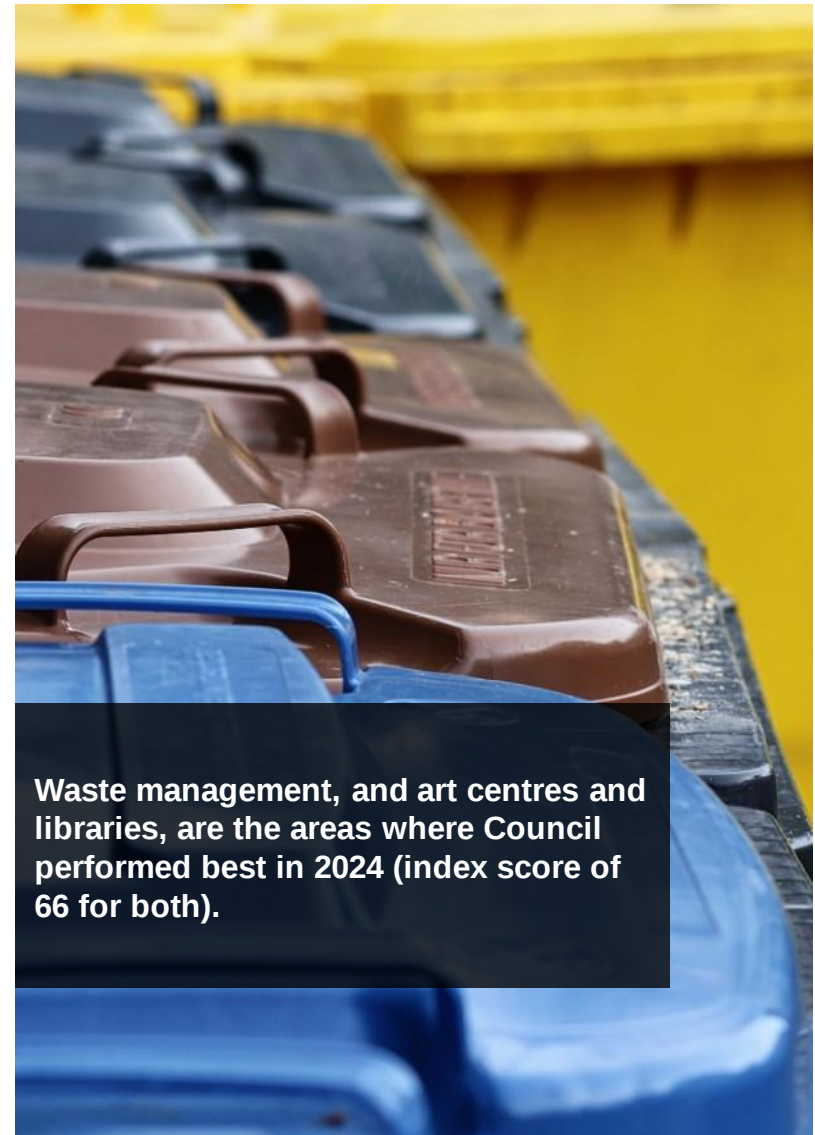
Waste management, and art centres and libraries, are Council's top performing service areas (both with an index score of 66).

The area of waste management continues to be among Council's top rated service areas. However, there has been a downward trend in perceptions of performance since 2020.

- As this service area has an influence on overall performance it is worth attending to, to prevent further declines. Results for all demographic and geographic groups are on par with the Council average. When compared to last year, perceptions have significantly decreased among those aged 65 years and older (index score of 68).

In the area of art centres and libraries, perceptions have recovered some, but not all, of the significant loss that occurred last year. Council's performance in this service area is rated significantly lower than the Large Rural group average (index score of 71).

The appearance of public areas follows with an index score of 65. Perceptions have significantly increased over the past year (up five index points). Residents aged 18 to 34 years and 65 years and over, those in postcode 3875 and women (index scores of 67, 67, 67 and 65) rate performance of this service significantly higher than last year.



Waste management, and art centres and libraries, are the areas where Council performed best in 2024 (index score of 66 for both).



Low performing service areas



Lower performing service areas for East Gippsland Shire Council include planning and building permits (index score of 39), consultation and engagement, the condition of sealed local roads, and roadside slashing and weed control (all three with an index score of 41). The consultation and engagement result is significantly lower than the Large Rural group average (48) and Council's rating in 2023 (45).

The service areas of planning and building permits, consultation and engagement, and roadside slashing and weed control are key influences on Council's overall performance. Therefore, improvements will have a significant and positive impact.

The area of planning and building permits is rated lowest by residents for a second year running. Perceptions have significantly declined among residents of postcode 3875 (index score of 38, down seven points from last year).

Almost one in six residents (16%) cite sealed road maintenance as a key area for Council to focus on to improve performance. Attention should first be focused on residents of postcode 3875 (index score of 37) as perceptions of sealed local roads performance have significantly declined since 2023 and is rated at an all-time low since measurement began in 2018.



Individual service area performance

2024 individual service area performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Waste management	66	68	67	70	72	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	66	63	72	72	75	n/a	n/a	n/a	74	n/a
Appearance of public areas	65	60	58	69	74	n/a	n/a	n/a	n/a	n/a
Recreational facilities	63	66	66	67	71	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	60	60	62	69	73	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	57	59	60	61	64	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	55	58	57	57	n/a	n/a	n/a	n/a	59	n/a
Environmental sustainability	55	56	57	56	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	48	47	52	55	58	n/a	n/a	n/a	55	n/a
Community decisions	44	47	50	51	54	46	51	50	49	53
Lobbying	44	49	50	54	56	46	50	49	50	51
Consultation & engagement	41	45	48	51	54	48	52	47	52	52
Slashing & weed control	41	43	36	50	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	41	43	41	53	55	49	50	46	46	46
Planning & building permits	39	41	40	42	n/a	n/a	n/a	n/a	46	n/a

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

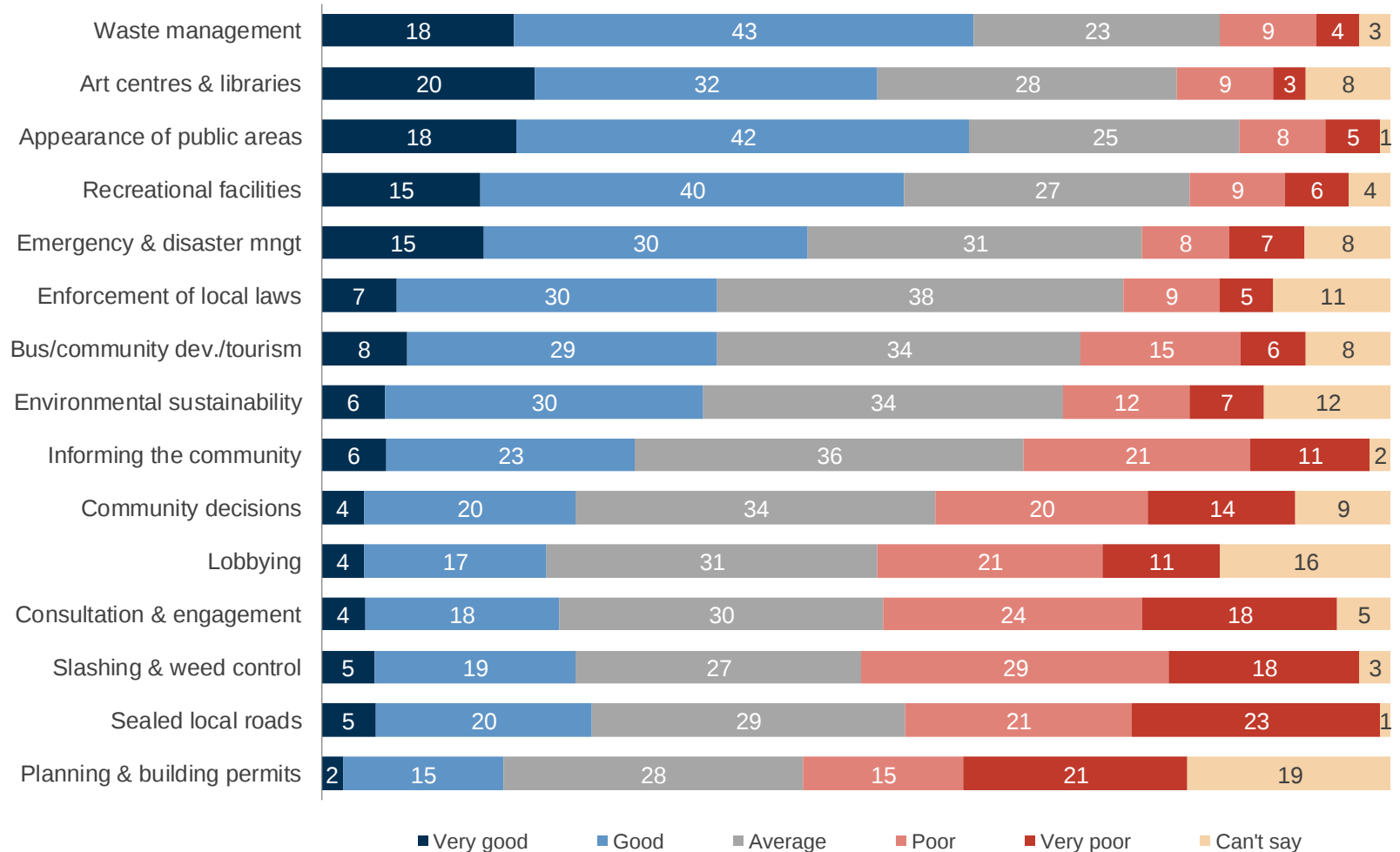
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Individual service area performance

2024 individual service area performance (%)





Individual service area importance

2024 individual service area importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Sealed local roads	83	81	84	80	83	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	80	79	85	84	86	n/a	n/a	n/a	n/a	n/a
Community decisions	80	79	80	83	82	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	79	78	77	78	79	n/a	n/a	n/a	n/a	n/a
Informing the community	79	79	79	81	80	n/a	n/a	n/a	77	n/a
Slashing & weed control	79	78	81	78	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	79	81	84	81	82	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	75	74	77	77	77	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	74	71	72	78	n/a	n/a	n/a	n/a	74	n/a
Planning & building permits	73	73	71	72	n/a	n/a	n/a	n/a	69	n/a
Recreational facilities	73	71	74	74	77	n/a	n/a	n/a	n/a	n/a
Lobbying	68	68	70	71	71	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	67	66	68	67	70	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	66	68	75	72	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	66	67	66	66	67	n/a	n/a	n/a	66	n/a

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

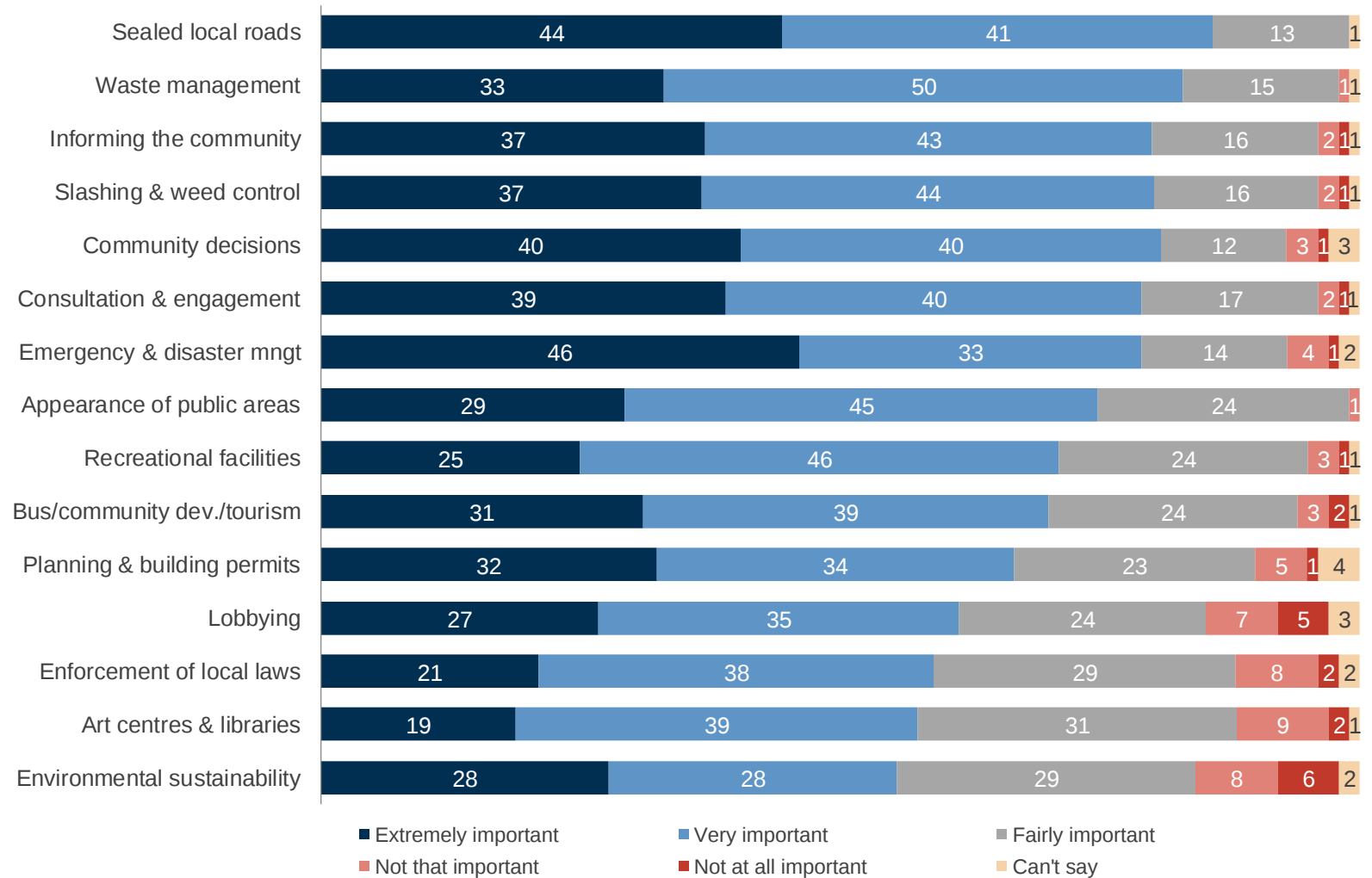
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 9

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



Individual service area importance

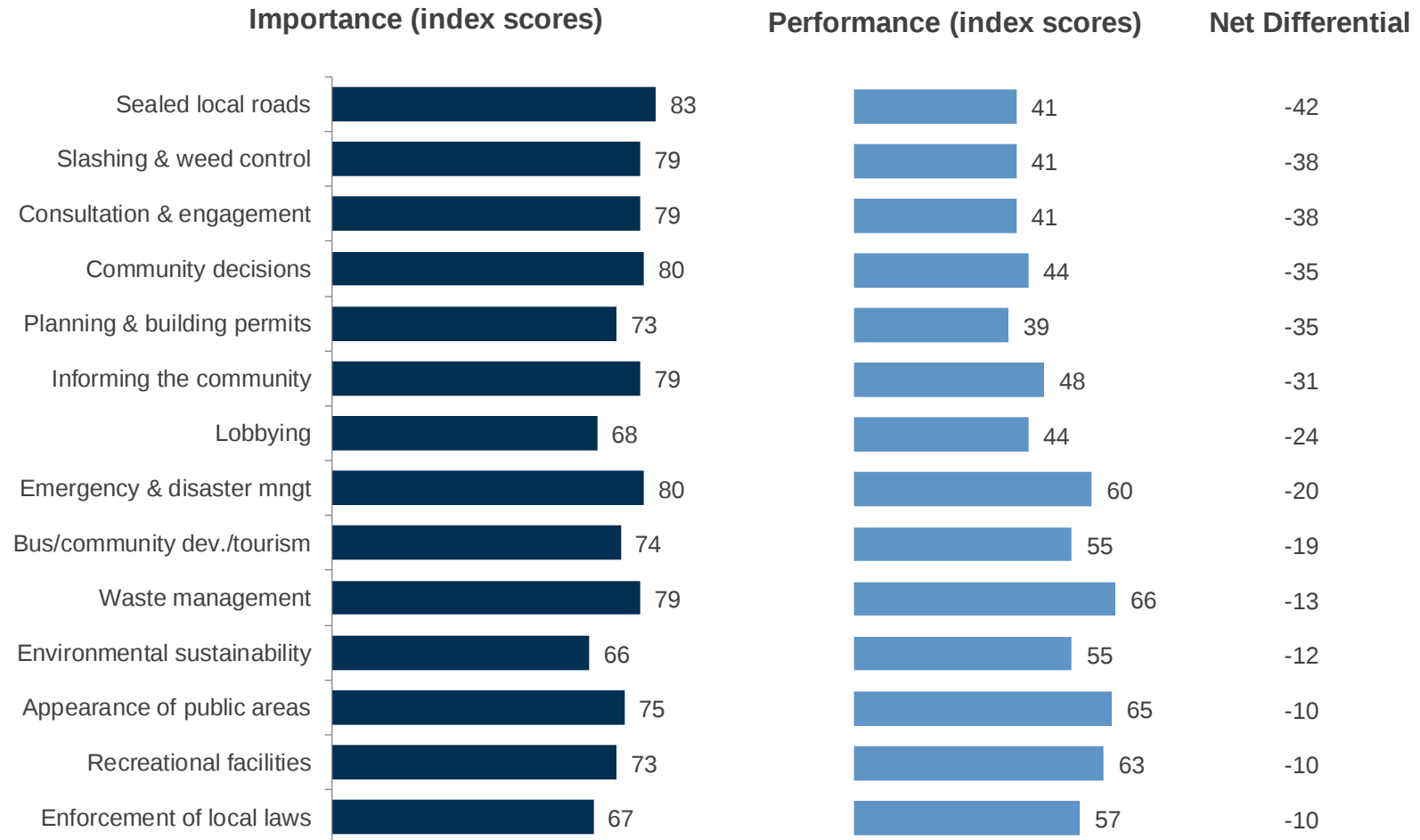
2024 individual service area importance (%)





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

- Decisions made in the interest of the community
- Community consultation and engagement.

Good communication and transparency with residents in Council decision making, and ensuring residents feel heard on key local issues and Council activities, provide the greatest opportunities to drive up overall opinion of Council performance. Currently, these are both among Council's poorest performing areas (index scores of 44 and 41 respectively).

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

- Roadside slashing and weed control
- Recreational facilities
- Informing the community
- Lobbying on behalf of the community
- Planning and building permits
- Waste management.

Looking at these key service areas only, Council performs best on waste management and the stronger influence of recreational facilities (index scores 66 and 63 respectively).

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

However, in addition to Council decision making, areas most in need of attention are the related areas of planning and building permits, lobbying and informing the community (performance index scores of 39, 44 and 48 respectively) and Council's roadside slashing and weed control, which has a low index score of 41 and is among the stronger influences on overall community opinion.

It will be important to address resident concerns about planning and building permits and ensure roadside areas are well maintained. A focus on keeping residents well informed and defending local interests can also help 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 Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

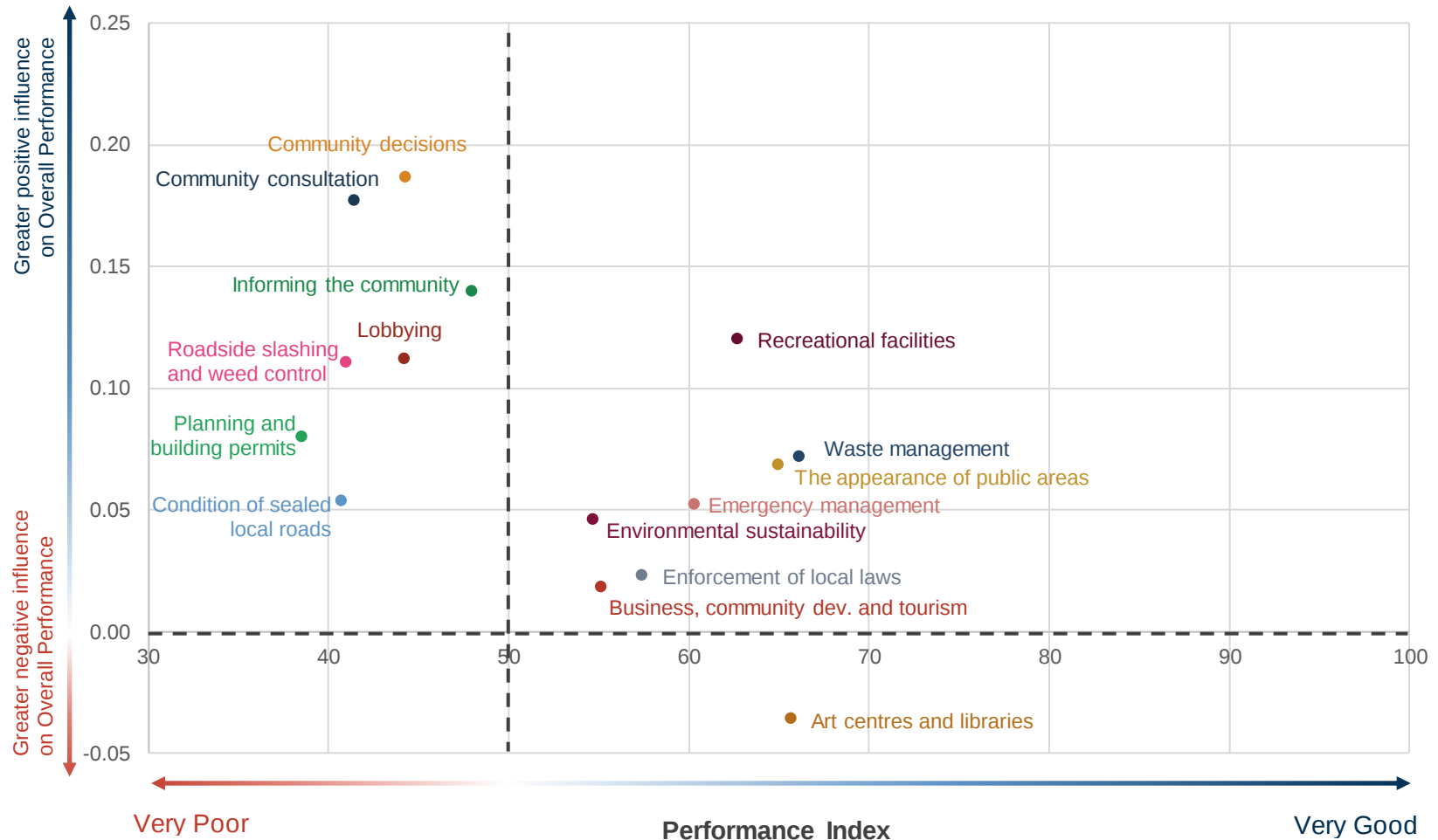
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2024 regression analysis (all service areas)

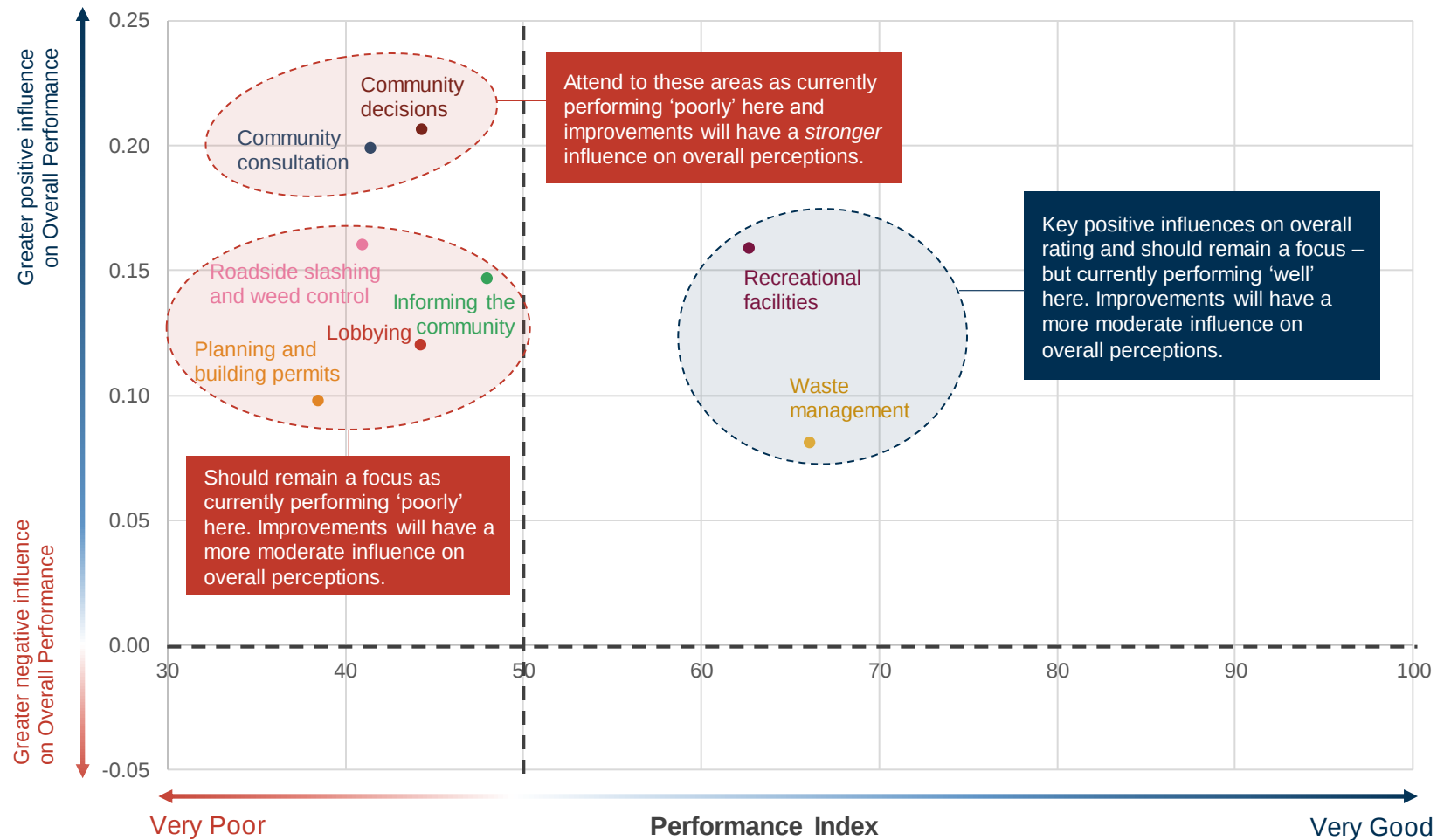


The multiple regression analysis model above (all service areas) has an R^2 value of 0.648 and adjusted R^2 value of 0.635, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 47.31$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2024 regression analysis (key service areas)

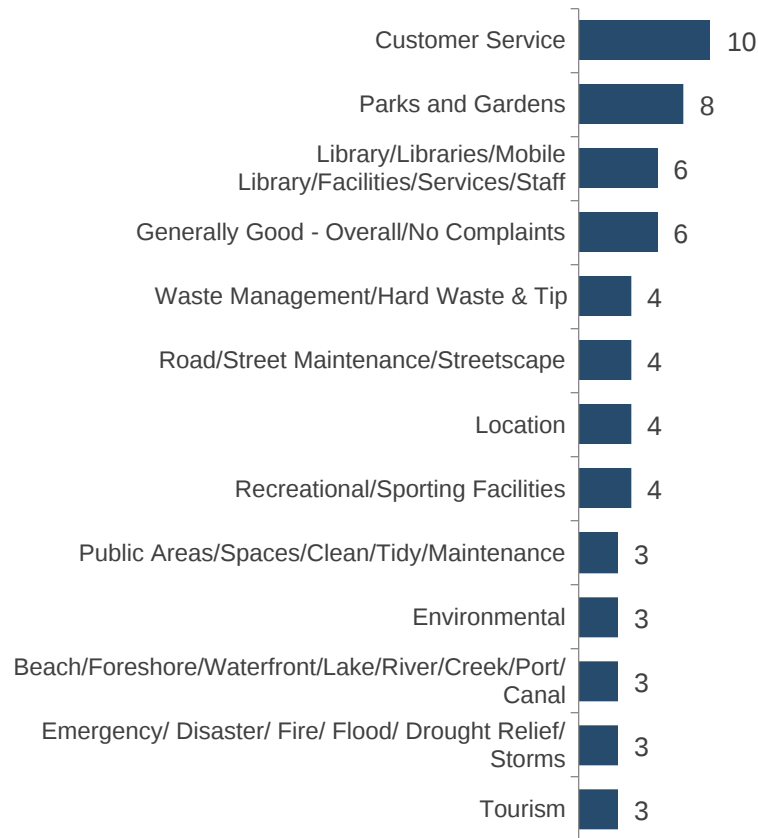


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.636 and adjusted R^2 value of 0.629, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 85.64$.

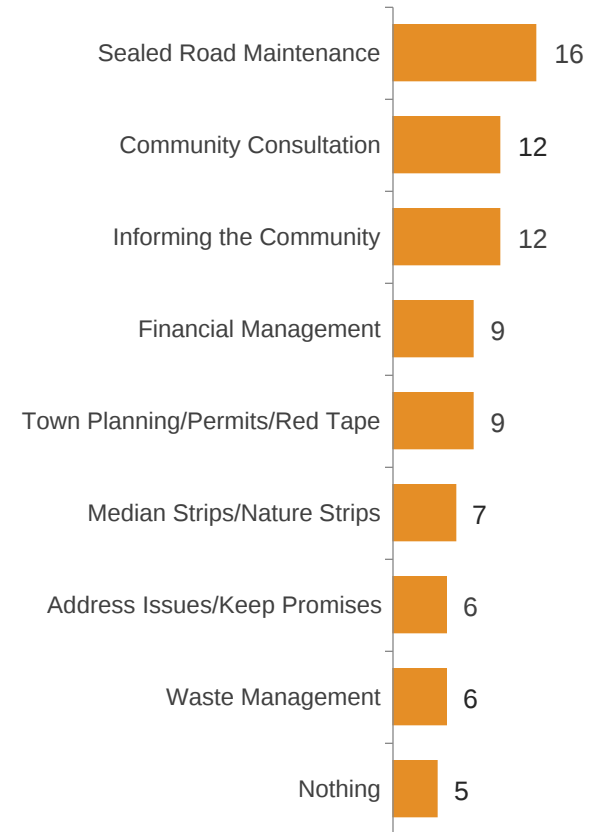


Best things about Council and areas for improvement

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



2024 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: 31 Councils asked group: 9

Q17. What does East Gippsland Shire Council 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

Almost two in three residents (63%) had contact with East Gippsland Shire Council in the last 12 months. The rate of contact with Council has been relatively stable over the last few years.

Those aged 35 to 49 years had the highest contact with Council (80%), significantly higher than average.

Telephone (37%) was the most frequently used means to contact Council followed by in person (29%) and via email (25%).



Among those residents who have had contact with Council, 52% provide a positive customer service rating of 'very good' or 'good', including 25% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 62 is not significantly different from last year, however, has increased in the past 12 months (up from 59).

East Gippsland Shire Council is rated in-line with the Large Rural group average (index score of 65).

Performance ratings differ significantly from last year among some geographic locations.

- Residents of postcode 3909 rate customer service significantly higher (68, up 15 points from last year). This corresponds with the cohort's 15 percentage point increase in rate of contact (up to 72%).
- Residents in postcode 3875 rate customer service significantly lower (55, down 10 points from last year).

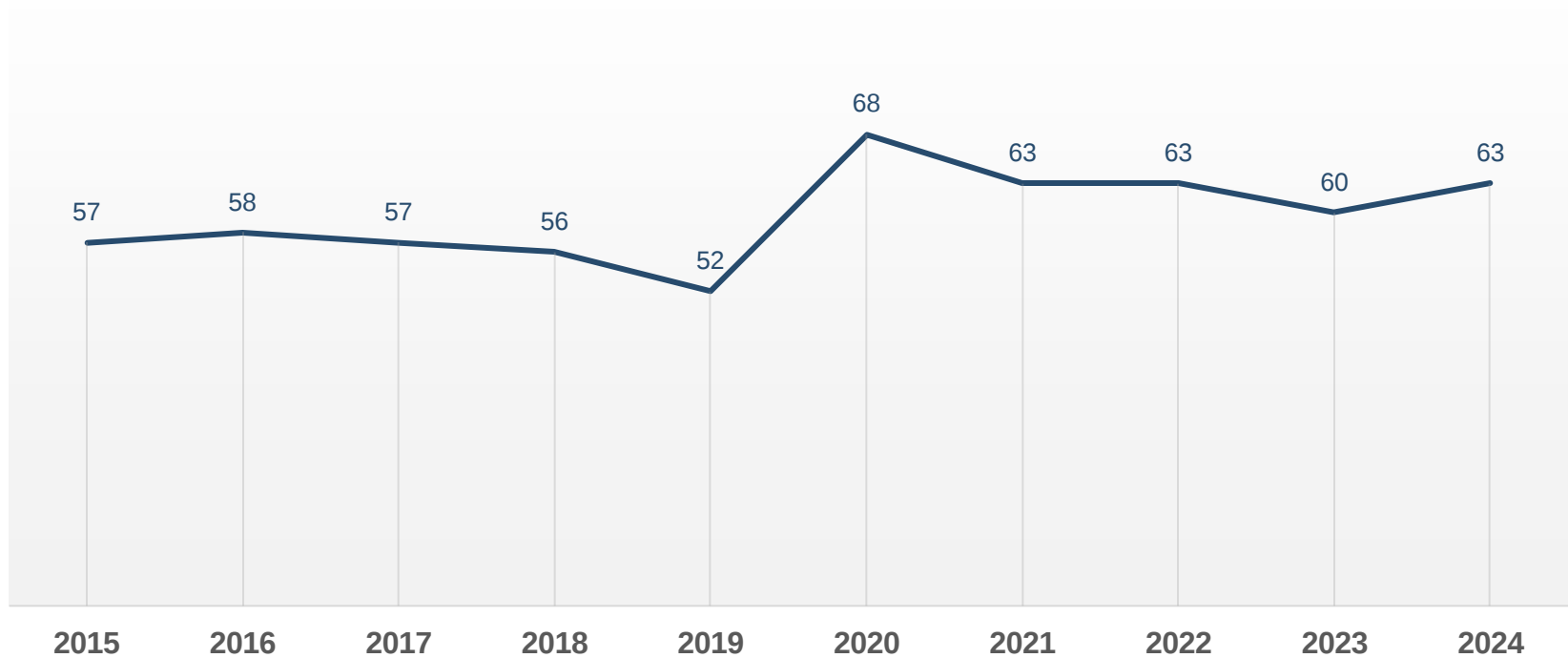
Over half of residents (52%) rate customer service as 'very good' or 'good' in 2024.

Considering the contact methods most used, customer service ratings are comparable among residents who last communicated with Council in person (index score of 65) and via telephone (64). Those who used email rate customer service lower (56) – Council should consider focusing attention on email interactions first when looking to improve customer service overall.



Contact with council

2024 contact with council (%)
Have had contact



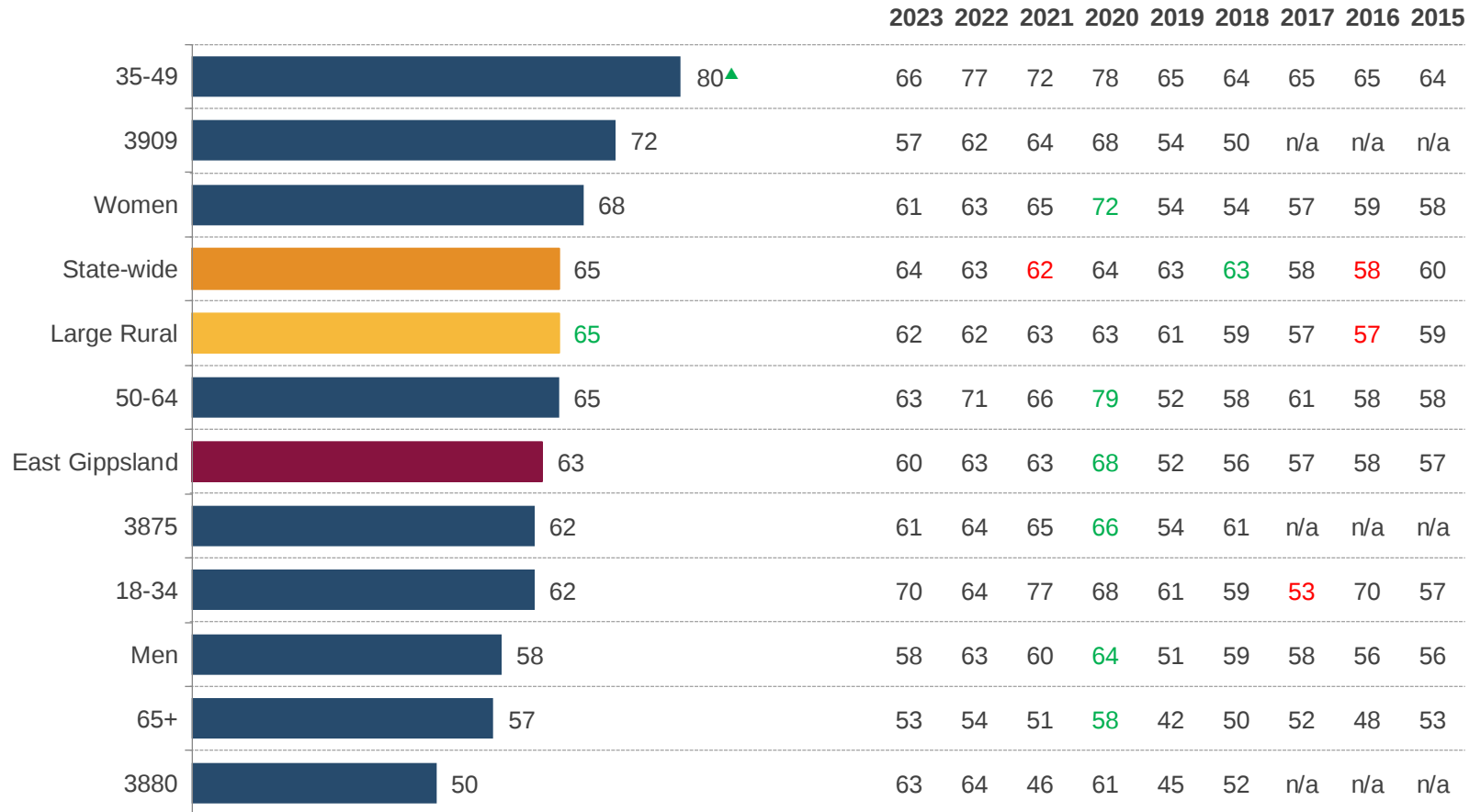
Q5a. Have you or any member of your household had any recent contact with East Gippsland Shire Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9



Contact with council

2024 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?

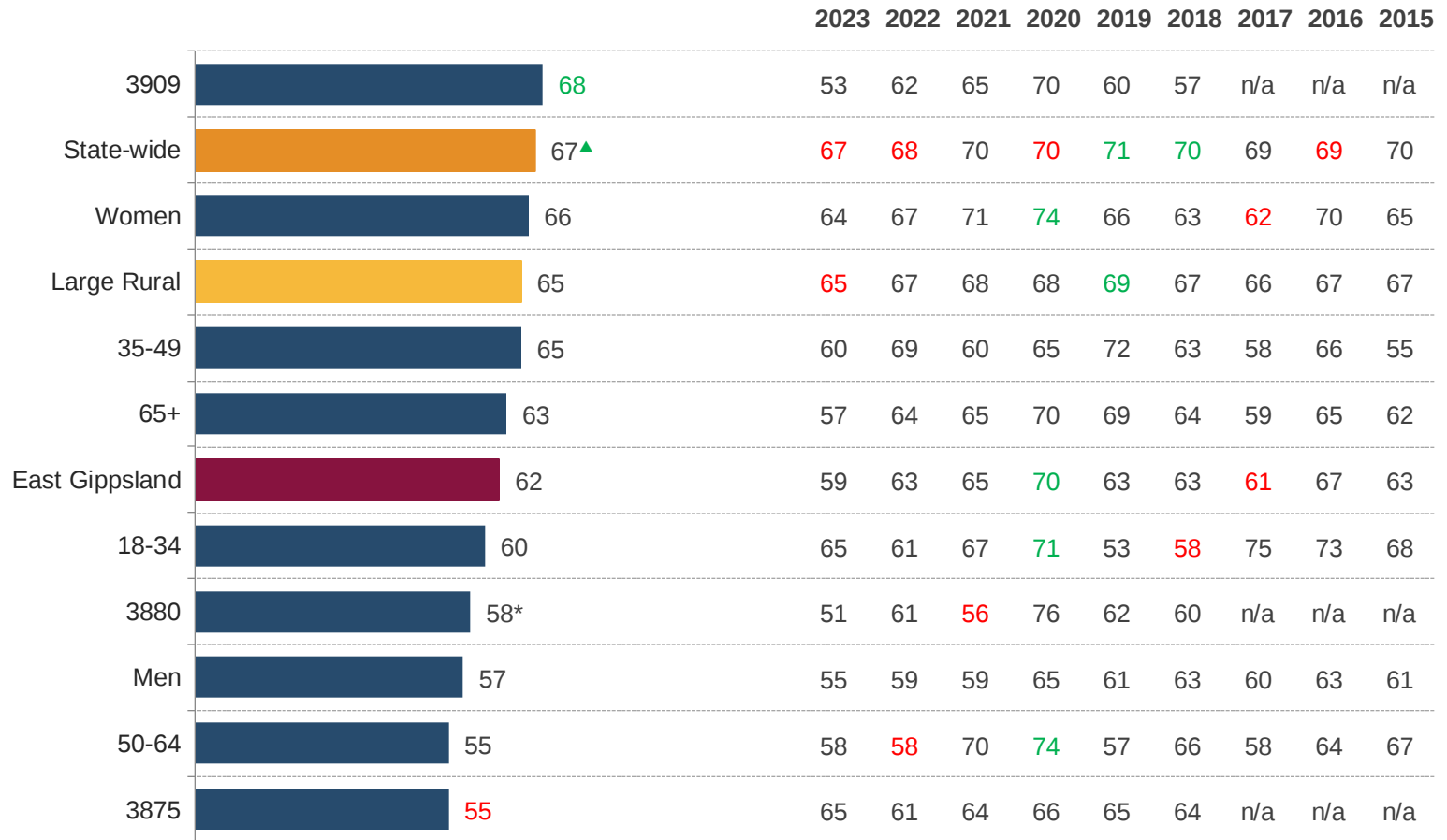
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

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



Customer service rating

2024 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate 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: 62 Councils asked group: 18

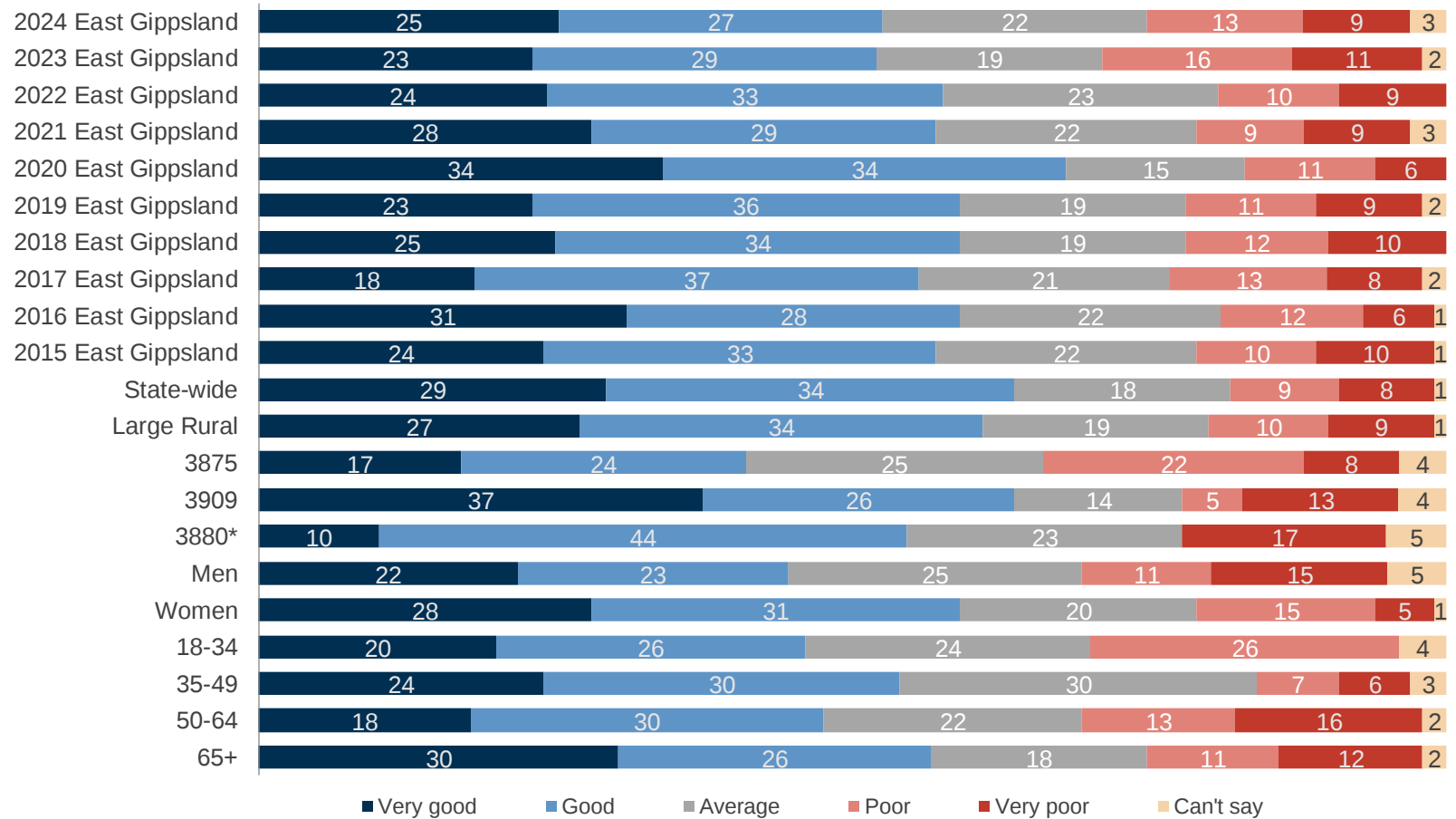
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2024 customer service rating (%)



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: 62 Councils asked group: 18

*Caution: small sample size < n=30



Method of contact with council

2024 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



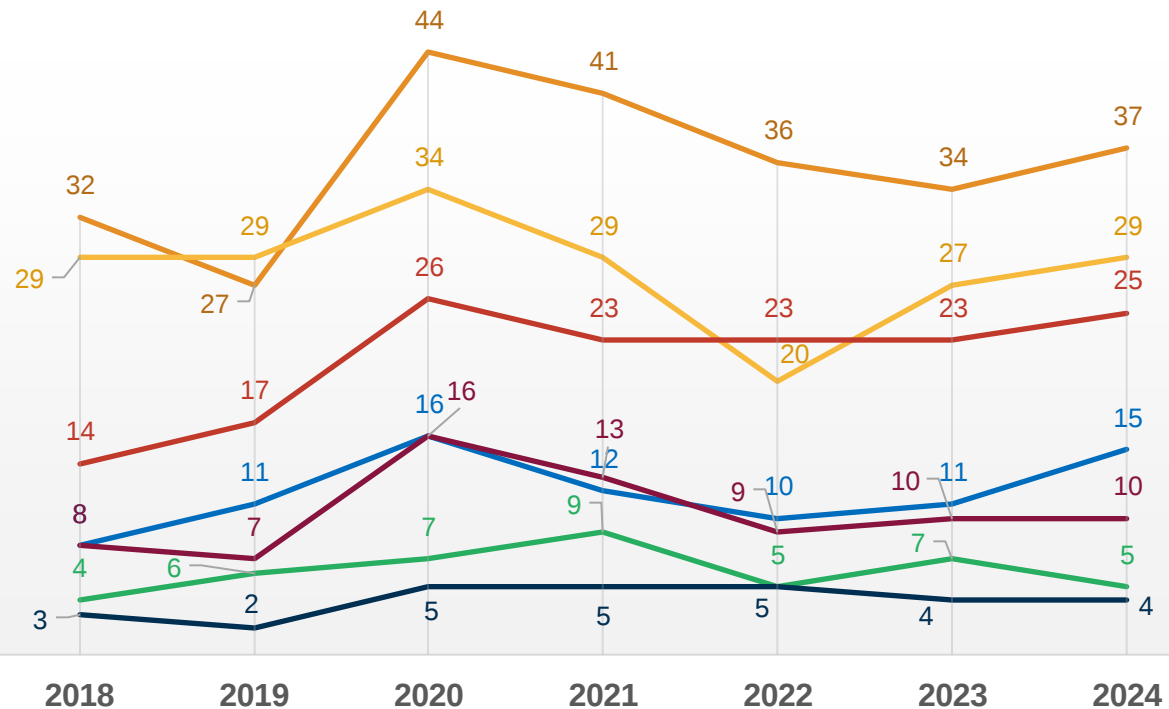
By Email



Via Website



By Social Media



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

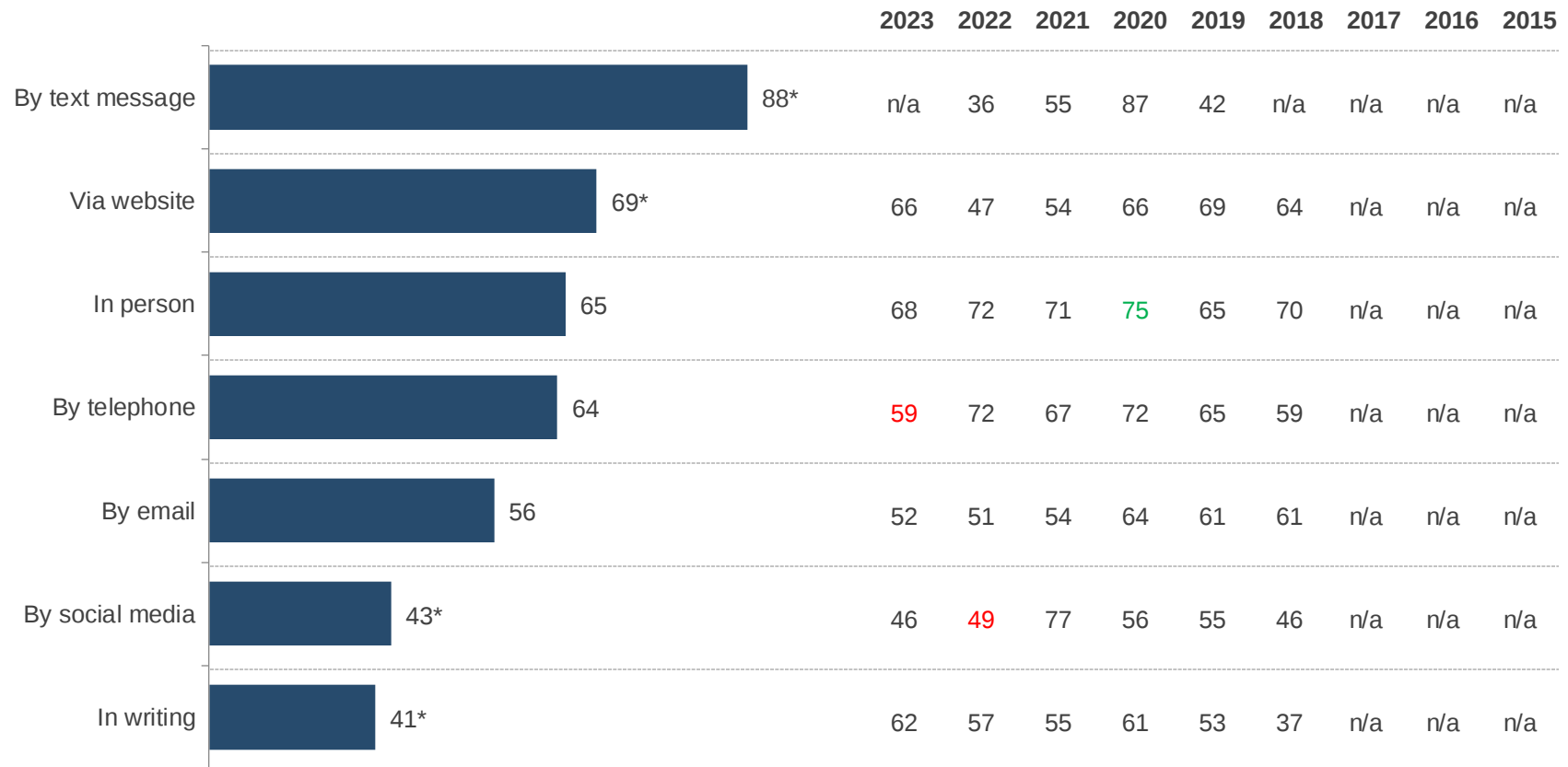
Base: All respondents. Councils asked State-wide: 26 Councils asked group: 9

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



Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate 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: 26 Councils asked group: 9

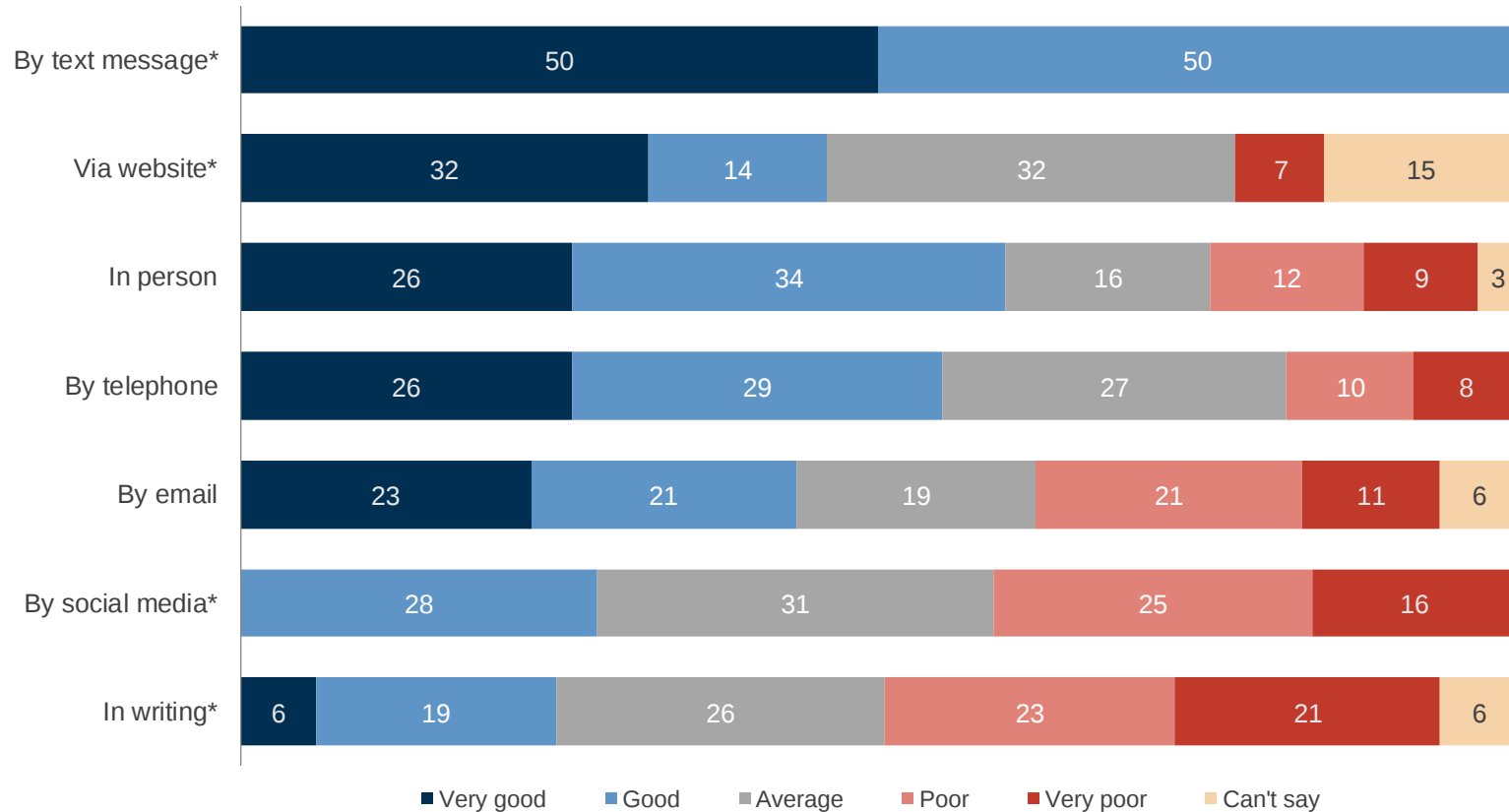
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

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



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: 26 Councils asked group: 9

*Caution: small sample size < n=30



Communication



Communication

East Gippsland Shire Council residents prefer a Council newsletter sent via email (32%) as the best form of communication about news and information and upcoming events. Since 2020, an emailed newsletter has consistently been the preferred channel by more residents than other evaluated channels. Preference for an emailed newsletter has been trending up over time.

An advertisement in a local newspaper (20%) is the next preferred form of communication, almost equally preferred with a Council newsletter sent via mail (19%).

Communications preferences differ by age group.

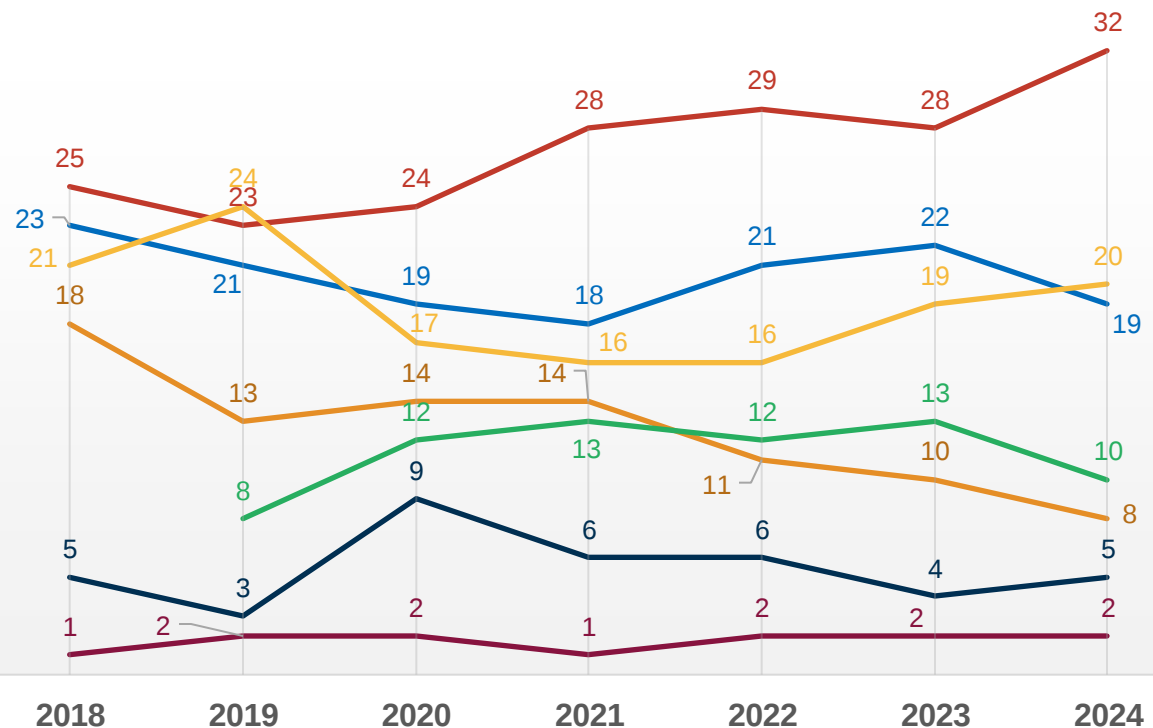
- Those aged under 50 years continue to prefer a Council newsletter sent via email as the best form of communication (43%, up 13 percentage points), ahead of social media (20%, down nine percentage points) or a newsletter sent via mail (15%).
- Those aged 50 years or older do not have a clear preference with similar proportions of residents nominating an advertisement in a local newspaper (26%) or a Council newsletter sent via email or mail (25% and 21% respectively) as the best communication channel.





Best form of communication

2024 best form of communication (%)

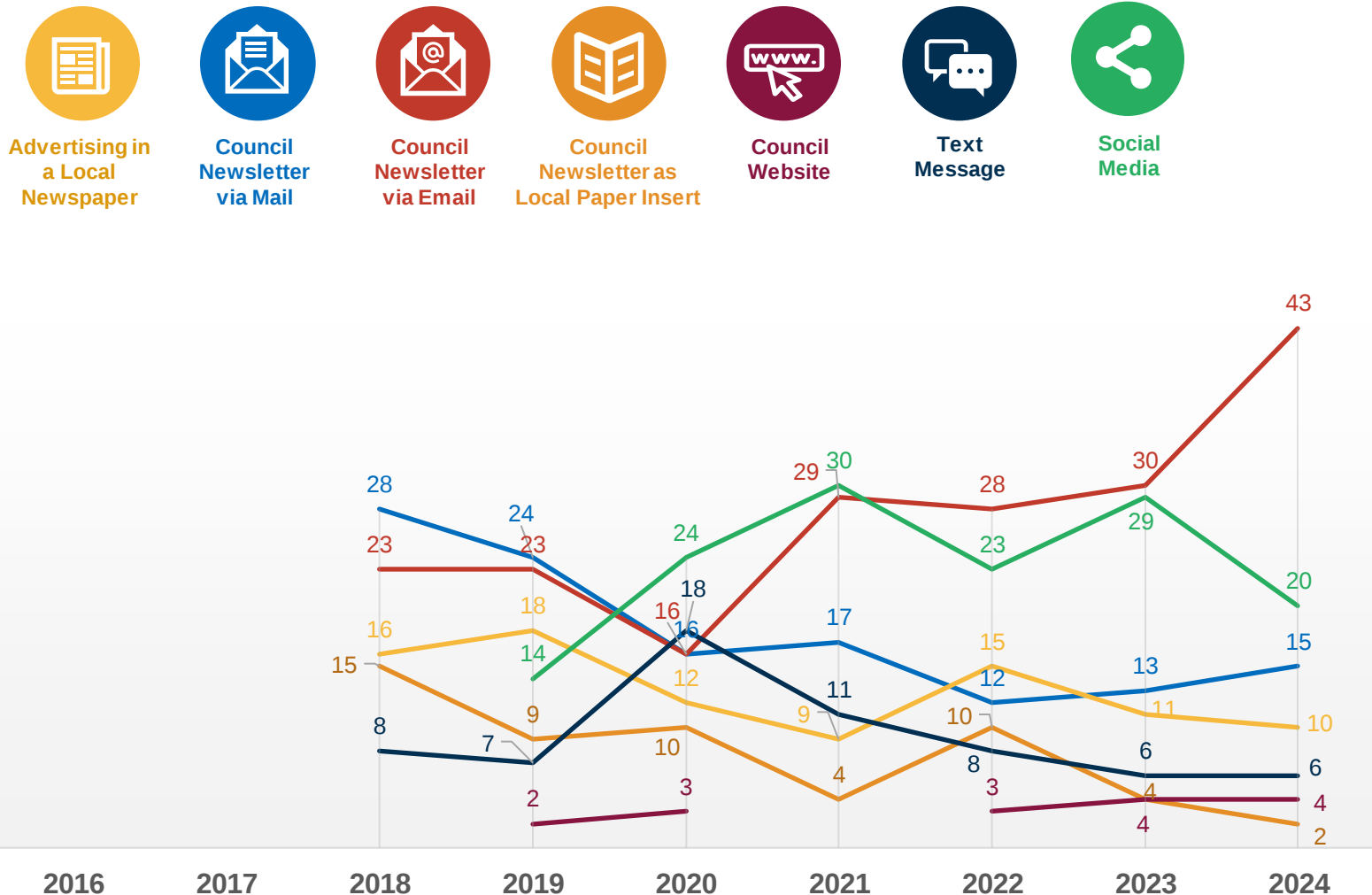


Q13. If East Gippsland Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 9
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2024 under 50s best form of communication (%)



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: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Best form of communication: 50+ years

2024 50+ years best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



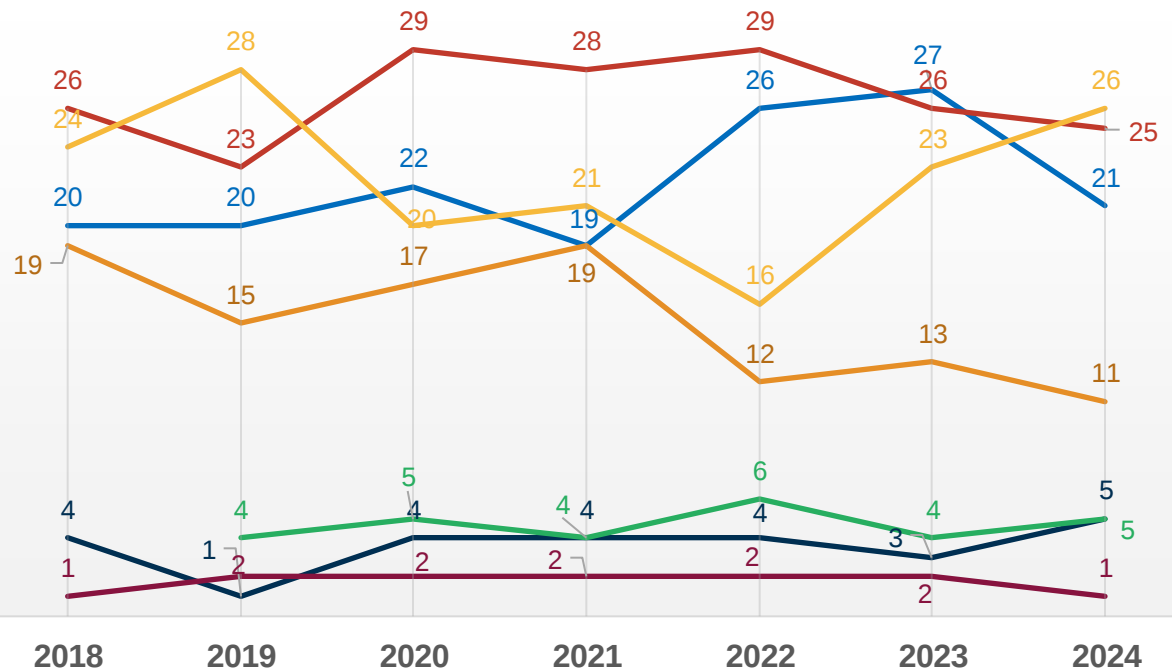
Council
Website



Text
Message



Social
Media



Q13. If 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 50+ years. Councils asked State-wide: 38 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Council direction



Council direction

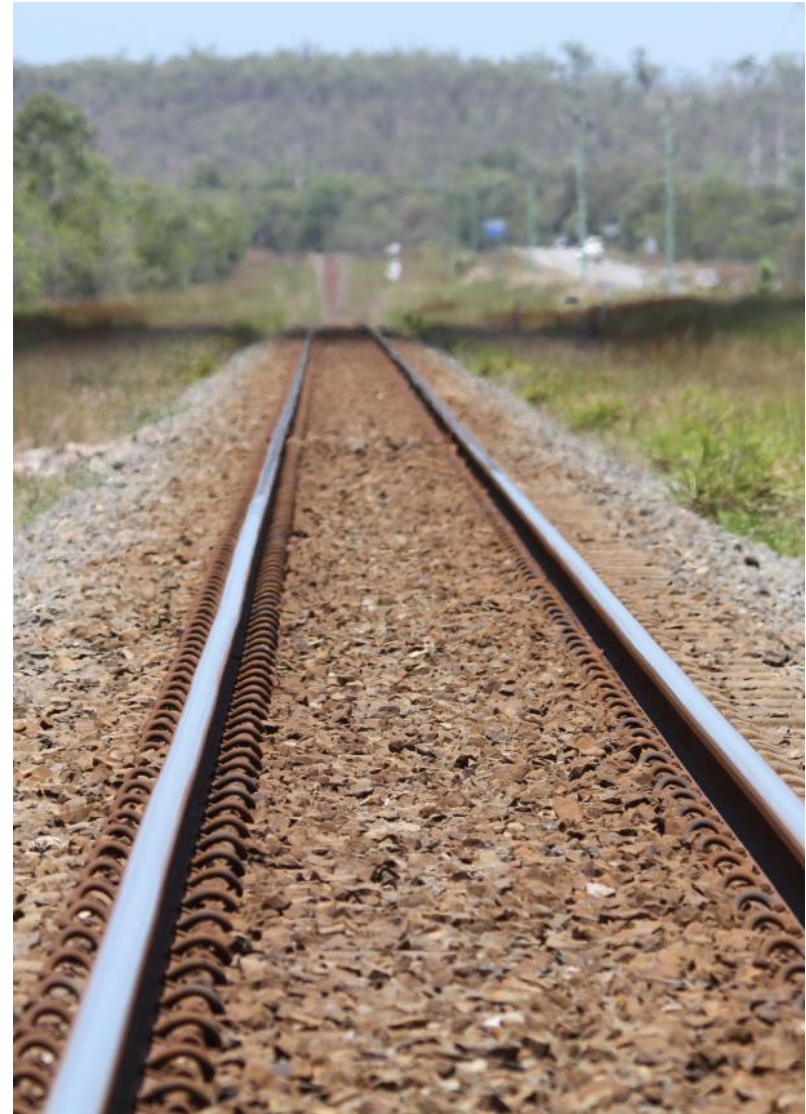
Perceptions of the direction of Council's overall performance (index score of 40) have not changed in the past 12 months. However, the current rating (stable across 2024 and 2023) is the lowest rating for Council in a decade, showing a need for attention to try to turn this around.

Perceptions among the Large Rural group (index score of 42) are significantly lower than last year and also at an all-time low. Council's performance is in-line with the group average, but significantly lower than the average for council's State-wide (index score of 45).

Over the last 12 months, 56% of residents believe that the direction of Council's overall performance has stayed the same. One in ten residents (10%) believe that overall direction has improved, however almost three times more believe that it has deteriorated (28%).

Perceptions of Council's overall direction among all demographic and geographic cohorts have remained relatively stable in the past 12 months.

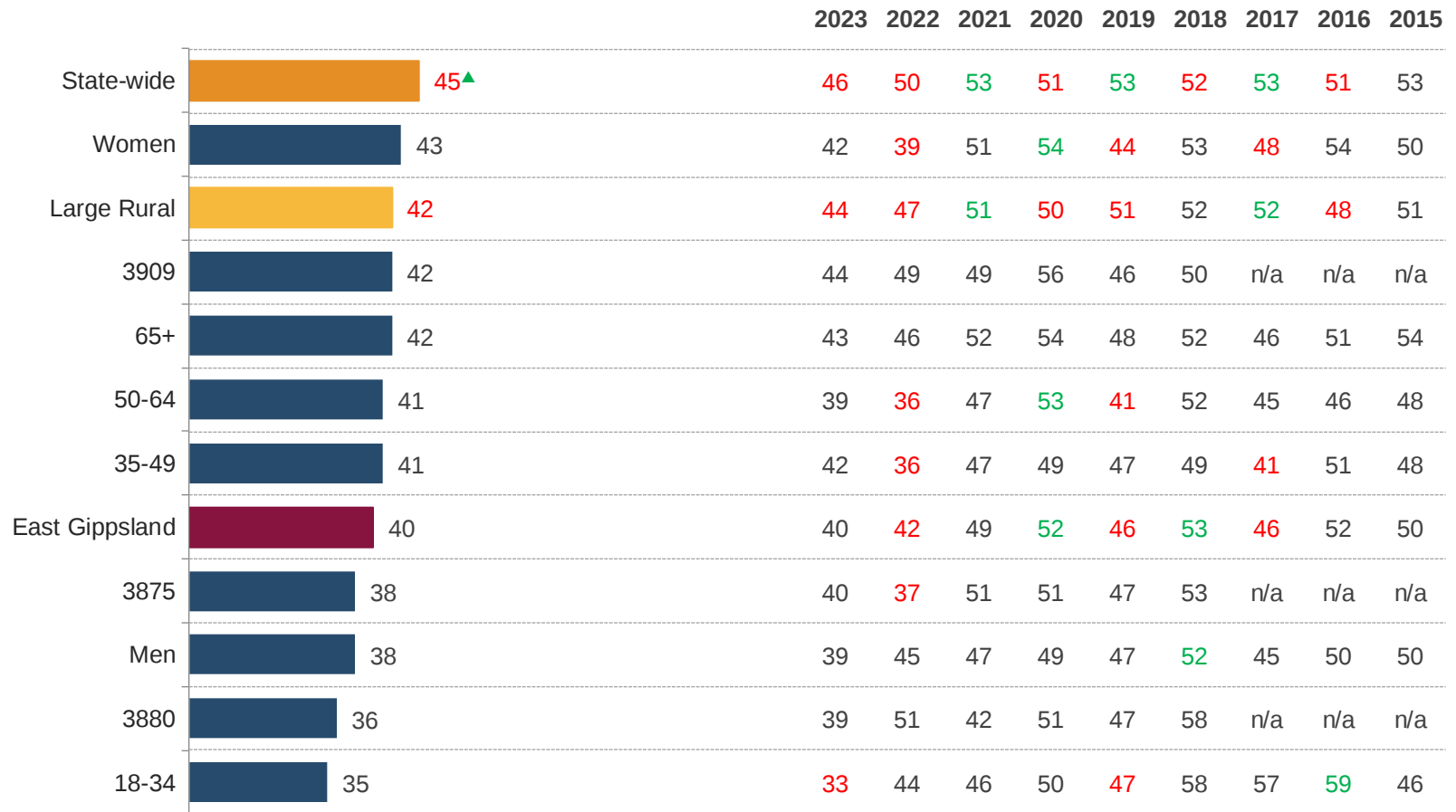
Close to half of residents (47%) 'definitely' or 'probably' prefer service cuts to keep Council rates the same, more than the 28% who 'definitely' or 'probably' prefer rate rises to improve Council's services.





Overall council direction last 12 months

2024 overall council direction (index scores)



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

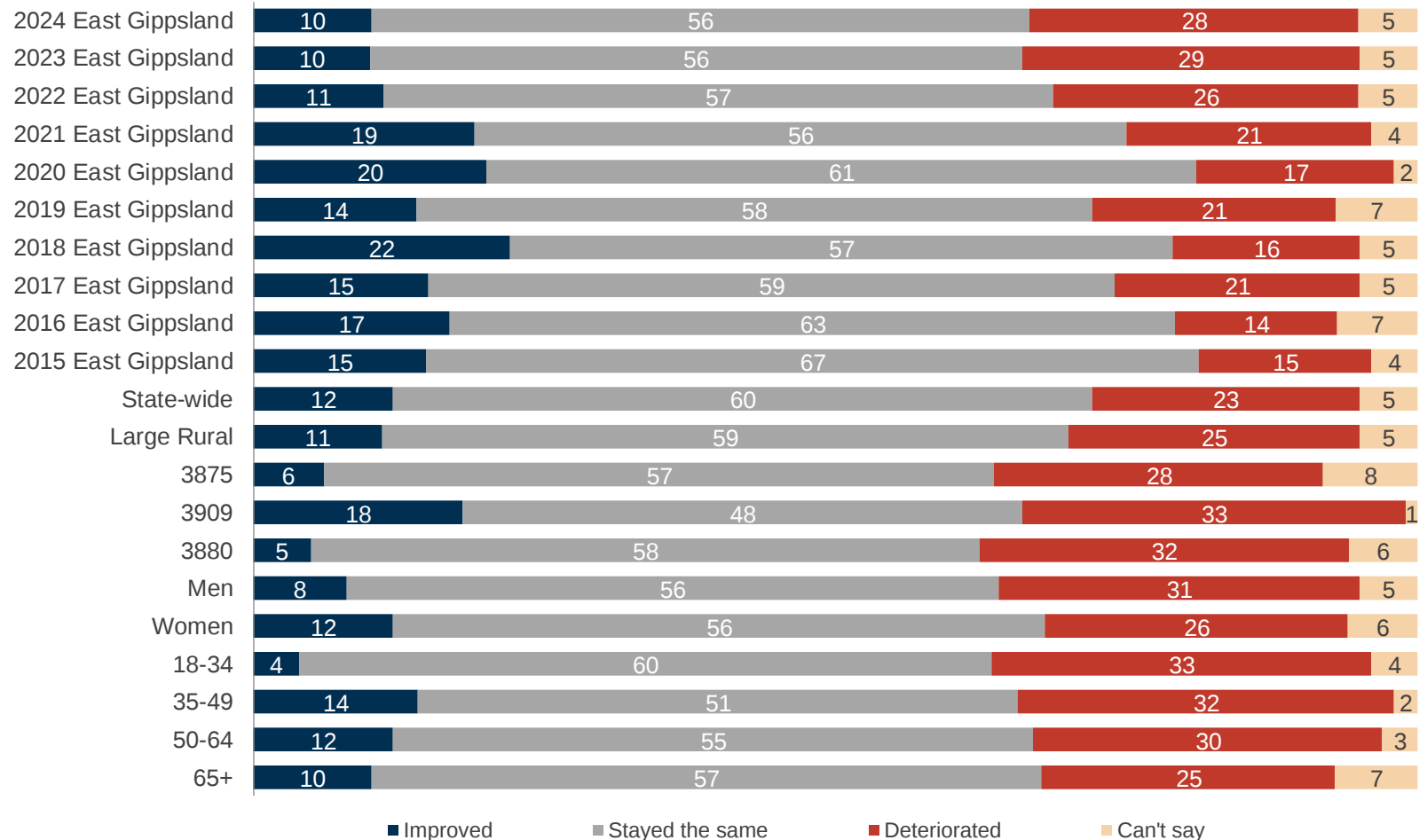
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Overall council direction last 12 months

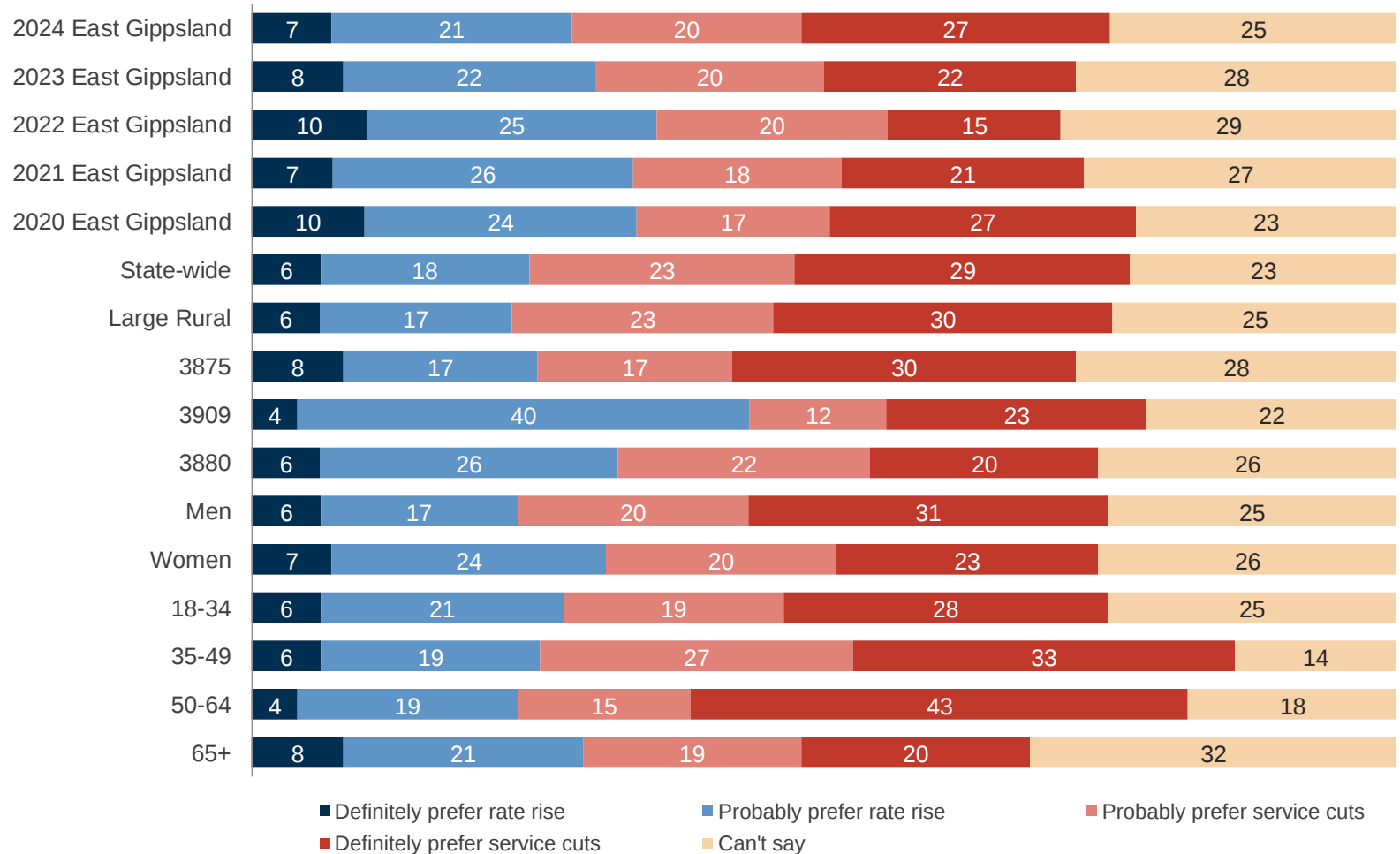
2024 overall council direction (%)





Rates / services trade-off

2024 rates / services trade-off (%)



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

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

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.

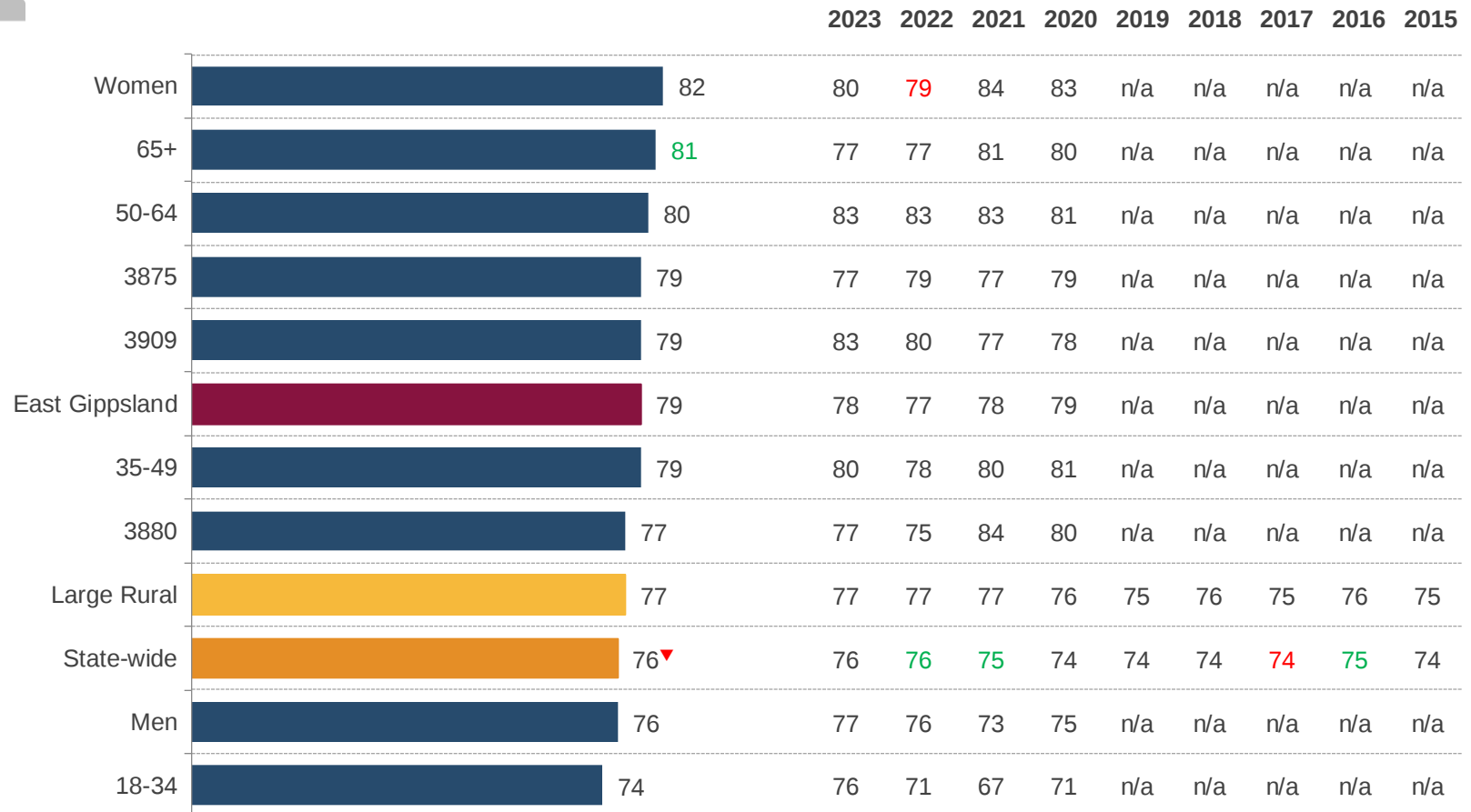
Individual service areas



Community consultation and engagement importance



2024 consultation and engagement importance (index scores)



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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9

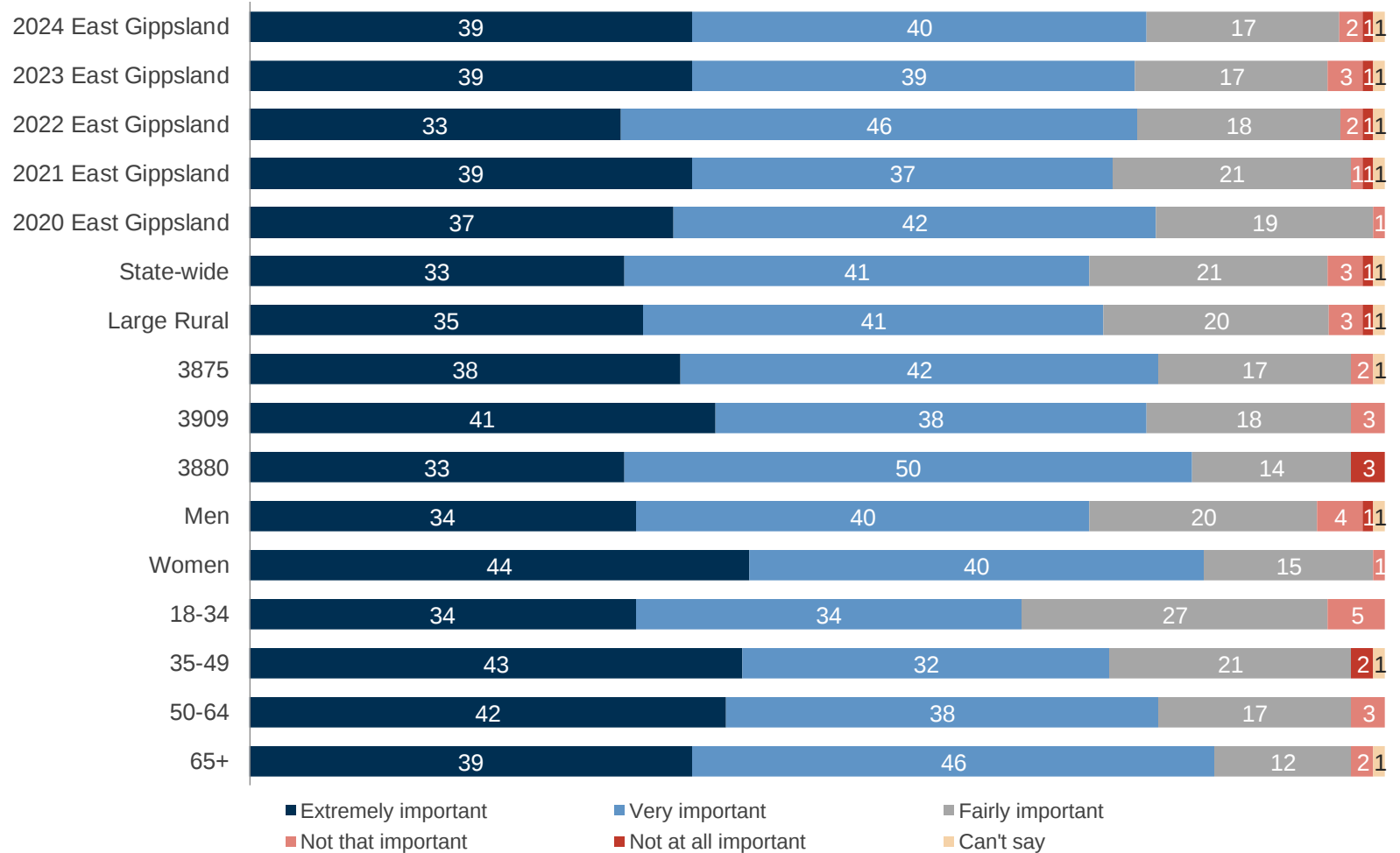
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2024 consultation and engagement importance (%)





Community consultation and engagement performance



2024 consultation and engagement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	51▲	52	54	56	55	56	55	55	54	56
Large Rural	48▲	49	51	54	54	54	54	52	52	54
35-49	46	42	52	47	51	55	56	48	51	51
Women	43	47	51	50	54	47	52	51	54	52
3909	43	45	42	53	52	46	53	n/a	n/a	n/a
65+	43	46	47	52	55	53	50	44	50	53
East Gippsland	41	45	48	51	54	48	52	47	52	52
3880	40	38	51	53	59	49	51	n/a	n/a	n/a
Men	40	43	46	52	54	50	51	44	49	52
50-64	39	45	44	49	54	39	48	47	52	49
3875	38	49	49	50	54	47	55	n/a	n/a	n/a
18-34	35	46	52	54	53	44	57	55	57	54

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

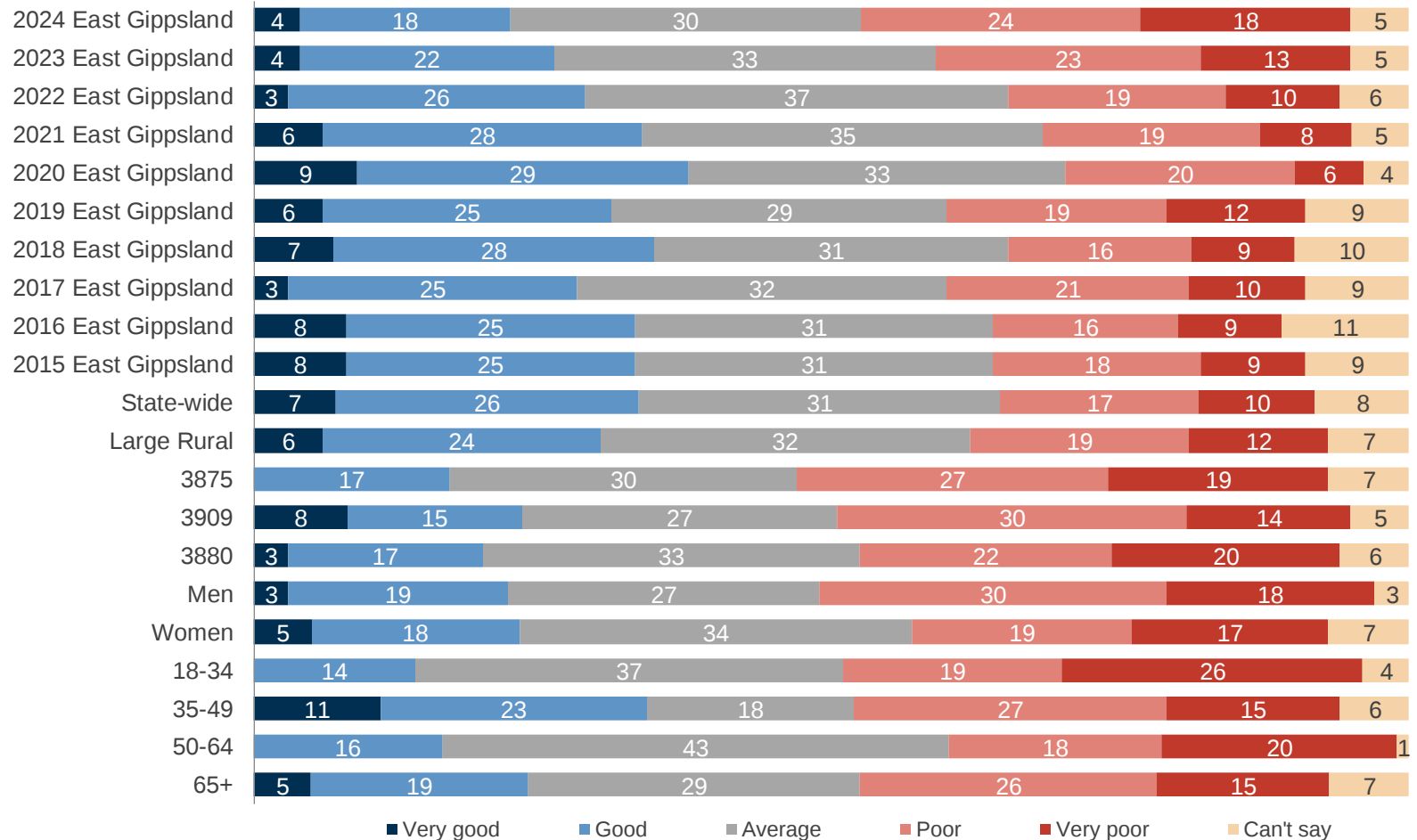
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2024 consultation and engagement performance (%)





Lobbying on behalf of the community importance



2024 lobbying importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	73▲	74	73	77	75	n/a	n/a	n/a	n/a	n/a
3909	72	75	70	73	69	n/a	n/a	n/a	n/a	n/a
65+	69	70	69	72	73	n/a	n/a	n/a	n/a	n/a
50-64	69	71	74	74	72	n/a	n/a	n/a	n/a	n/a
18-34	69	61	69	67	64	n/a	n/a	n/a	n/a	n/a
Large Rural	69	69	71	71	69	67	68	69	70	70
East Gippsland	68	68	70	71	71	n/a	n/a	n/a	n/a	n/a
State-wide	68	68	71	69	68	67	68	69	69	69
3875	68	65	71	68	71	n/a	n/a	n/a	n/a	n/a
3880	67	65	70	76	70	n/a	n/a	n/a	n/a	n/a
35-49	65	69	69	72	73	n/a	n/a	n/a	n/a	n/a
Men	64	62	67	65	67	n/a	n/a	n/a	n/a	n/a

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

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

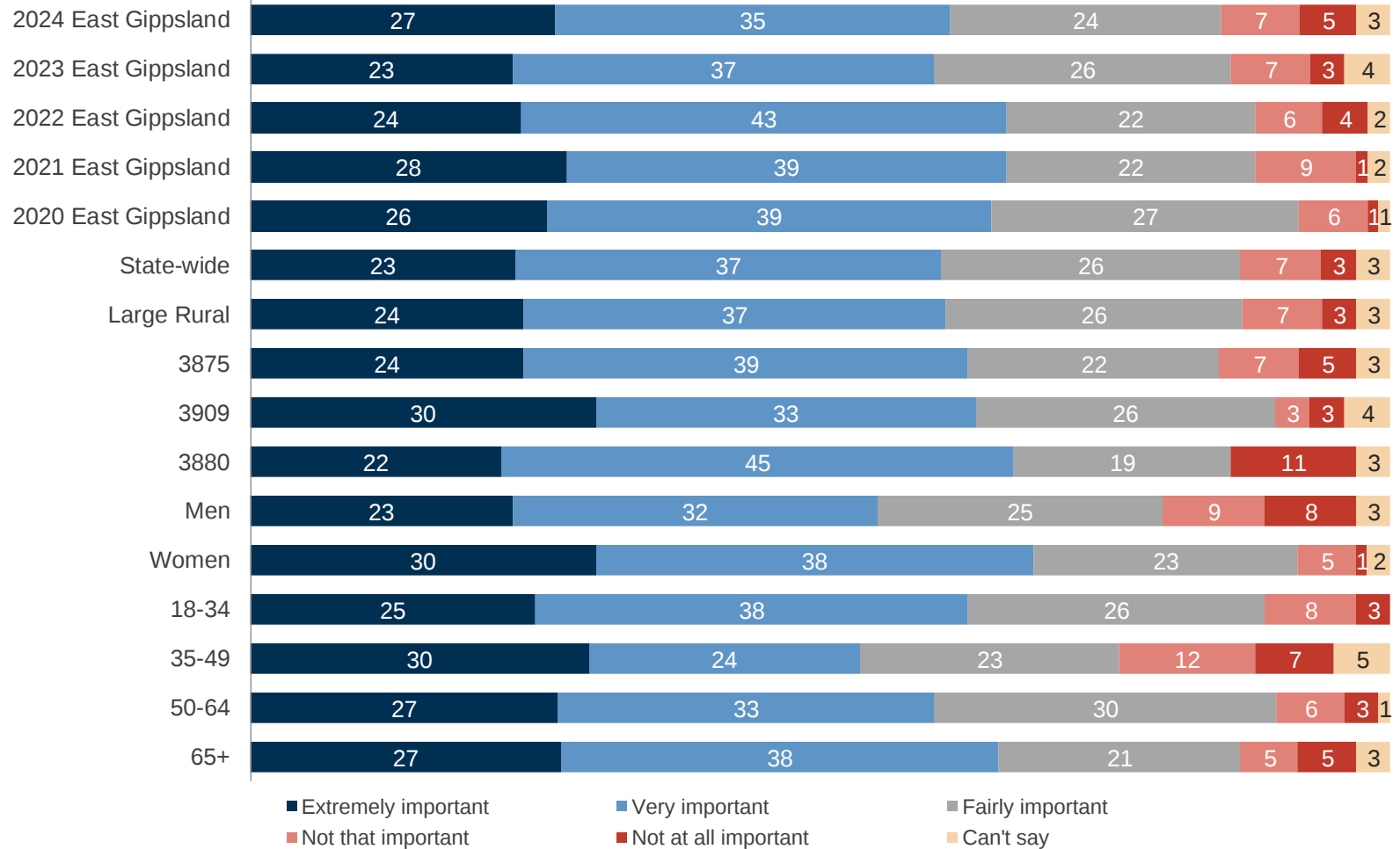
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2024 lobbying importance (%)





Lobbying on behalf of the community performance



2024 lobbying performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	50▲	51	53	55	53	54	54	54	53	55
65+	47	52	48	58	59	51	50	46	49	51
Large Rural	47▲	49	51	54	53	52	52	51	50	53
35-49	47	42	57	48	55	43	54	48	49	48
3909	45	44	41	50	55	45	46	n/a	n/a	n/a
Women	45	51	51	54	54	44	50	50	53	53
East Gippsland	44	49	50	54	56	46	50	49	50	51
Men	43	46	50	53	57	49	50	47	48	48
3880	42	45	49	59	61	44	53	n/a	n/a	n/a
3875	42	53	54	54	53	46	54	n/a	n/a	n/a
50-64	38	47	48	52	56	42	43	46	48	48
18-34	38	47	53	53	51	45	54	57	57	56

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

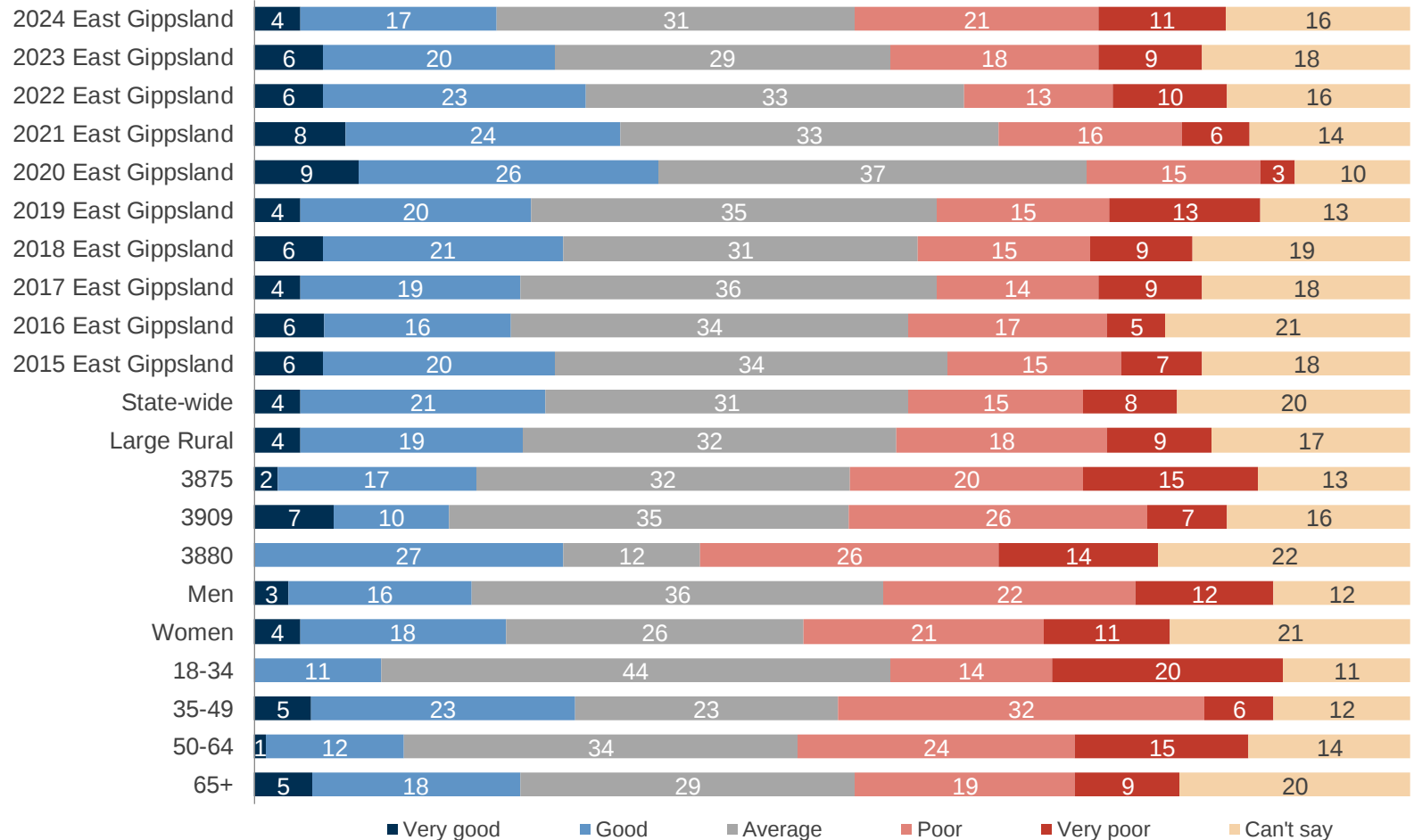
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2024 lobbying performance (%)



Decisions made in the interest of the community importance



2024 community decisions made importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
18-34	84	75	79	83	78	n/a	n/a	n/a	n/a	n/a
Women	84▲	81	82	86	86	n/a	n/a	n/a	n/a	n/a
3909	83	79	81	83	81	n/a	n/a	n/a	n/a	n/a
35-49	82	77	82	86	84	n/a	n/a	n/a	n/a	n/a
3875	81	80	82	83	82	n/a	n/a	n/a	n/a	n/a
Large Rural	80	80	81	82	79	80	80	80	80	80
East Gippsland	80	79	80	83	82	n/a	n/a	n/a	n/a	n/a
State-wide	80	80	81	81	80	80	80	79	80	80
50-64	78	82	84	85	84	n/a	n/a	n/a	n/a	n/a
65+	78	80	78	81	82	n/a	n/a	n/a	n/a	n/a
Men	76▼	77	78	80	78	n/a	n/a	n/a	n/a	n/a
3880	74	81	81	86	84	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?

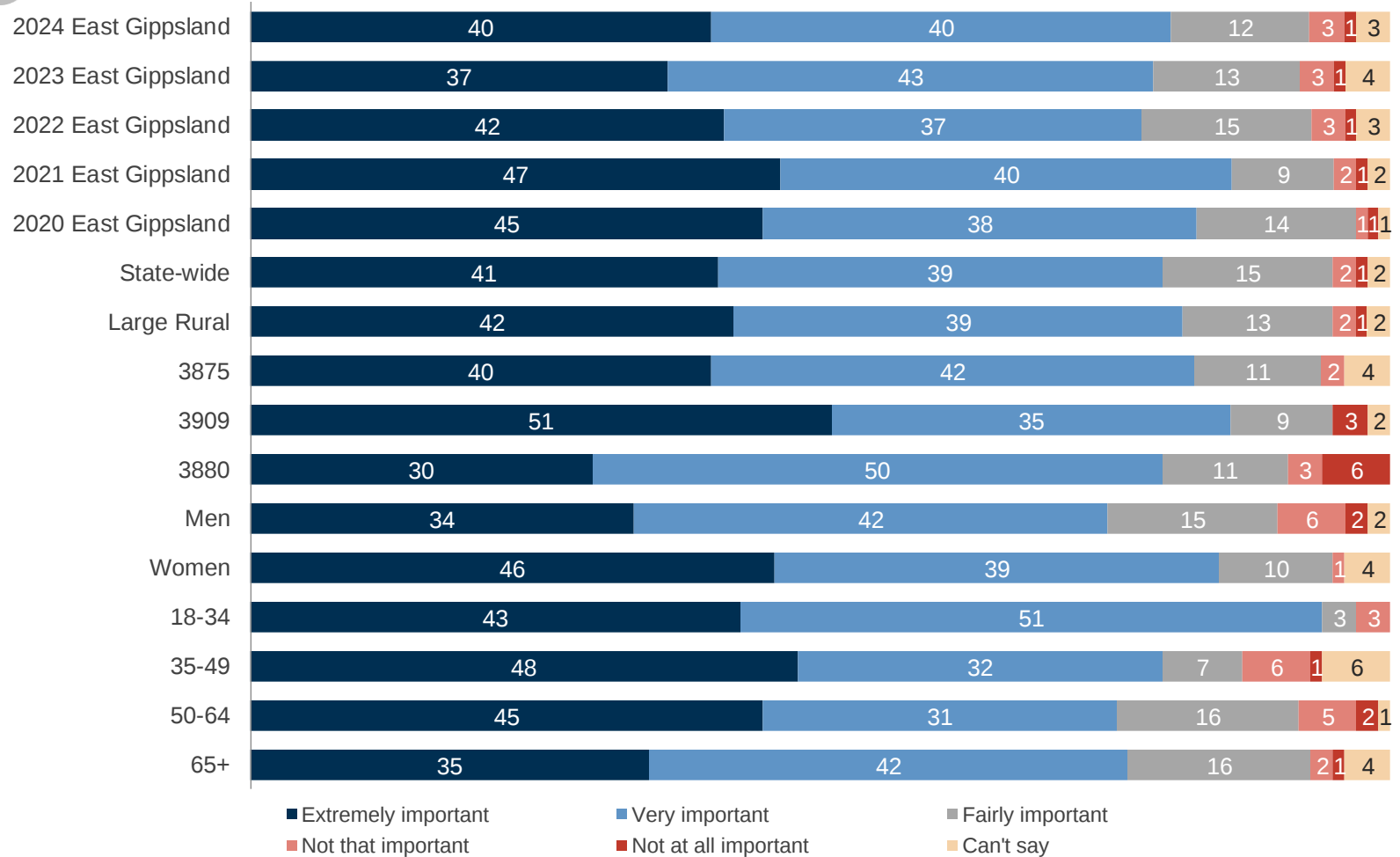
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 8

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

Decisions made in the interest of the community importance



2024 community decisions made importance (%)



Decisions made in the interest of the community performance



2024 community decisions made performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
3909	51	46	46	50	52	41	50	n/a	n/a	n/a
State-wide	50▲	51	54	56	53	55	54	54	54	55
65+	49▲	51	49	54	58	51	50	49	49	51
Large Rural	46	48	51	54	52	52	52	51	50	52
Women	45	47	49	54	55	44	51	52	51	54
East Gippsland	44	47	50	51	54	46	51	50	49	53
Men	43	47	51	49	54	48	51	47	48	51
35-49	43	45	52	46	48	47	54	47	46	50
3880	41	41	49	57	58	50	53	n/a	n/a	n/a
3875	41	52	52	51	55	46	53	n/a	n/a	n/a
50-64	40	46	47	50	56	40	45	46	52	52
18-34	37▼	40	54	52	51	41	56	60	52	60

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

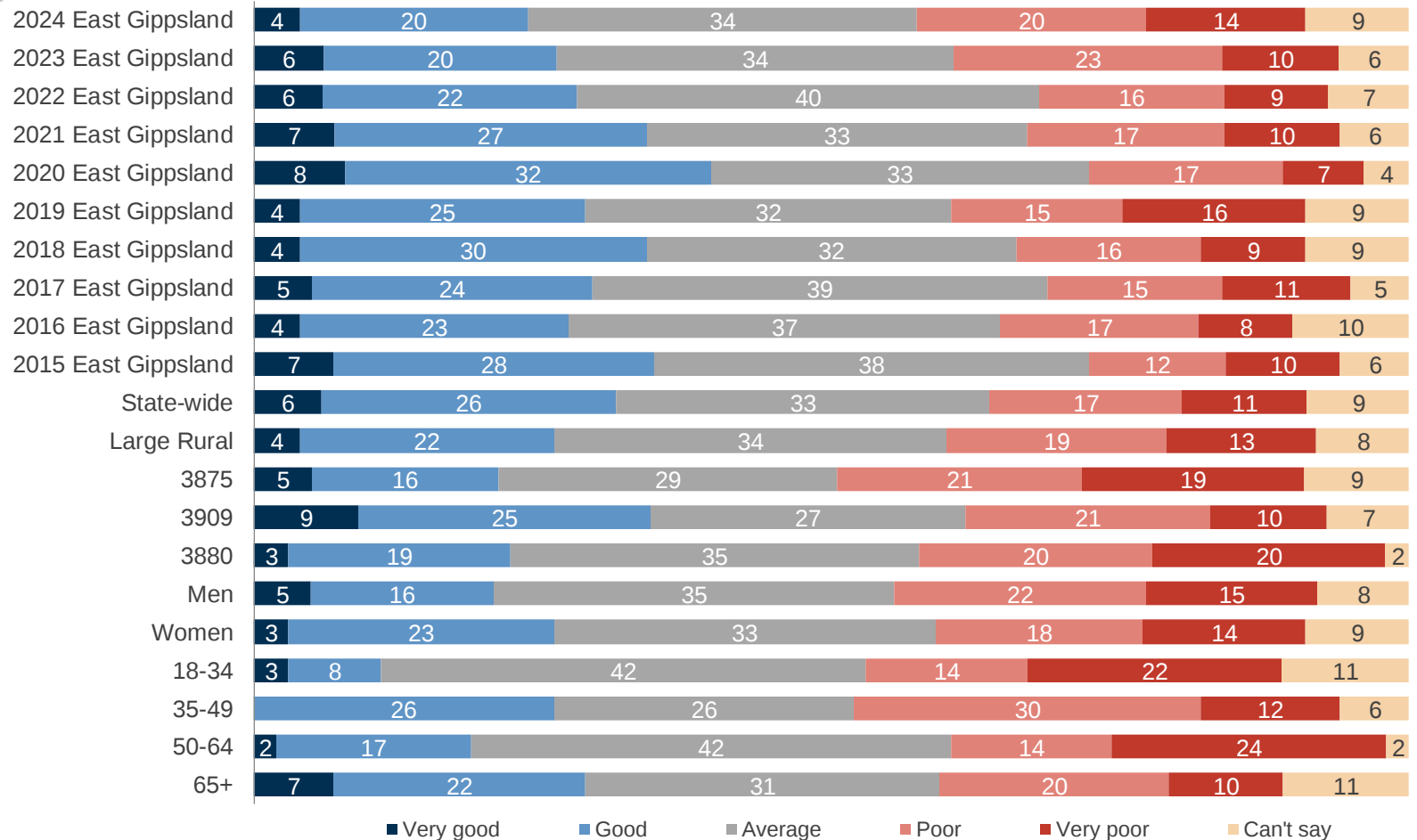
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

Decisions made in the interest of the community performance



2024 community decisions made performance (%)



The condition of sealed local roads in your area importance



2024 sealed local roads importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
35-49	88▲	80	87	80	83	n/a	n/a	n/a	n/a	n/a
Women	84	82	84	83	85	n/a	n/a	n/a	n/a	n/a
Large Rural	84	83	83	80	81	80	80	77	80	78
3875	83	80	86	81	84	n/a	n/a	n/a	n/a	n/a
East Gippsland	83	81	84	80	83	n/a	n/a	n/a	n/a	n/a
50-64	83	90	83	80	85	n/a	n/a	n/a	n/a	n/a
State-wide	83	82	81	79	79	79	80	78	78	76
65+	82	81	84	82	82	n/a	n/a	n/a	n/a	n/a
3880	82	79	89	80	82	n/a	n/a	n/a	n/a	n/a
3909	82	82	85	75	80	n/a	n/a	n/a	n/a	n/a
Men	81	81	84	76	81	n/a	n/a	n/a	n/a	n/a
18-34	79	77	84	73	83	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?

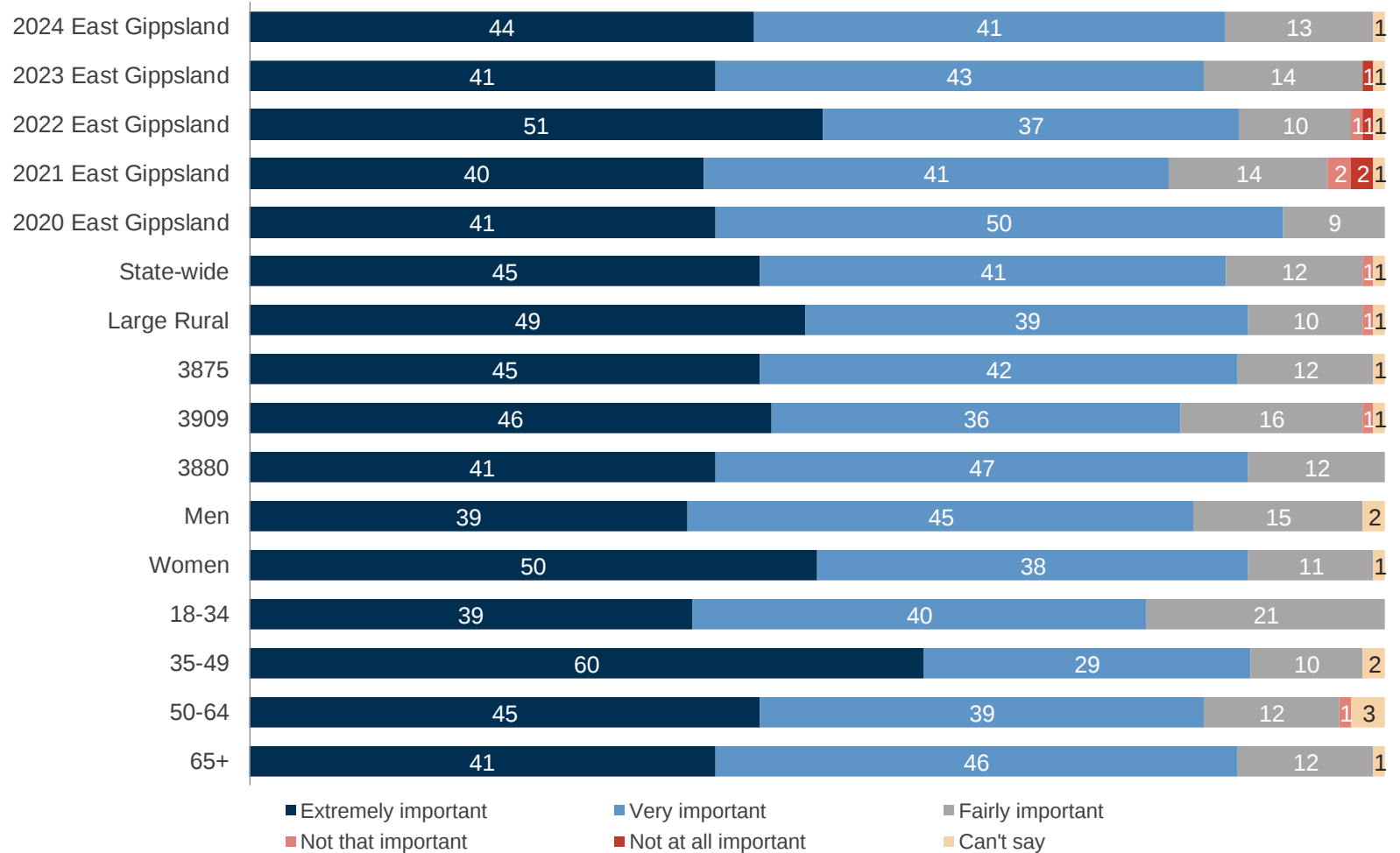
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6

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

The condition of sealed local roads in your area importance



2024 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2024 sealed local roads performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	46▲	46	44	60	62	55	53	48	48	48
State-wide	45▲	48	53	57	54	56	53	53	54	55
3880	43	39	37	53	66	51	56	n/a	n/a	n/a
Men	43	45	43	53	52	48	49	48	45	46
3909	43	47	44	55	57	52	50	n/a	n/a	n/a
East Gippsland	41	43	41	53	55	49	50	46	46	46
50-64	39	34	41	51	55	47	52	43	47	44
Women	39	41	40	52	57	49	52	45	47	45
Large Rural	38	40	45	50	47	47	45	43	44	45
3875	37	47	40	50	52	50	51	n/a	n/a	n/a
18-34	34	40	37	37	41	34	49	51	48	42
35-49	34	45	38	53	53	52	45	42	39	48

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

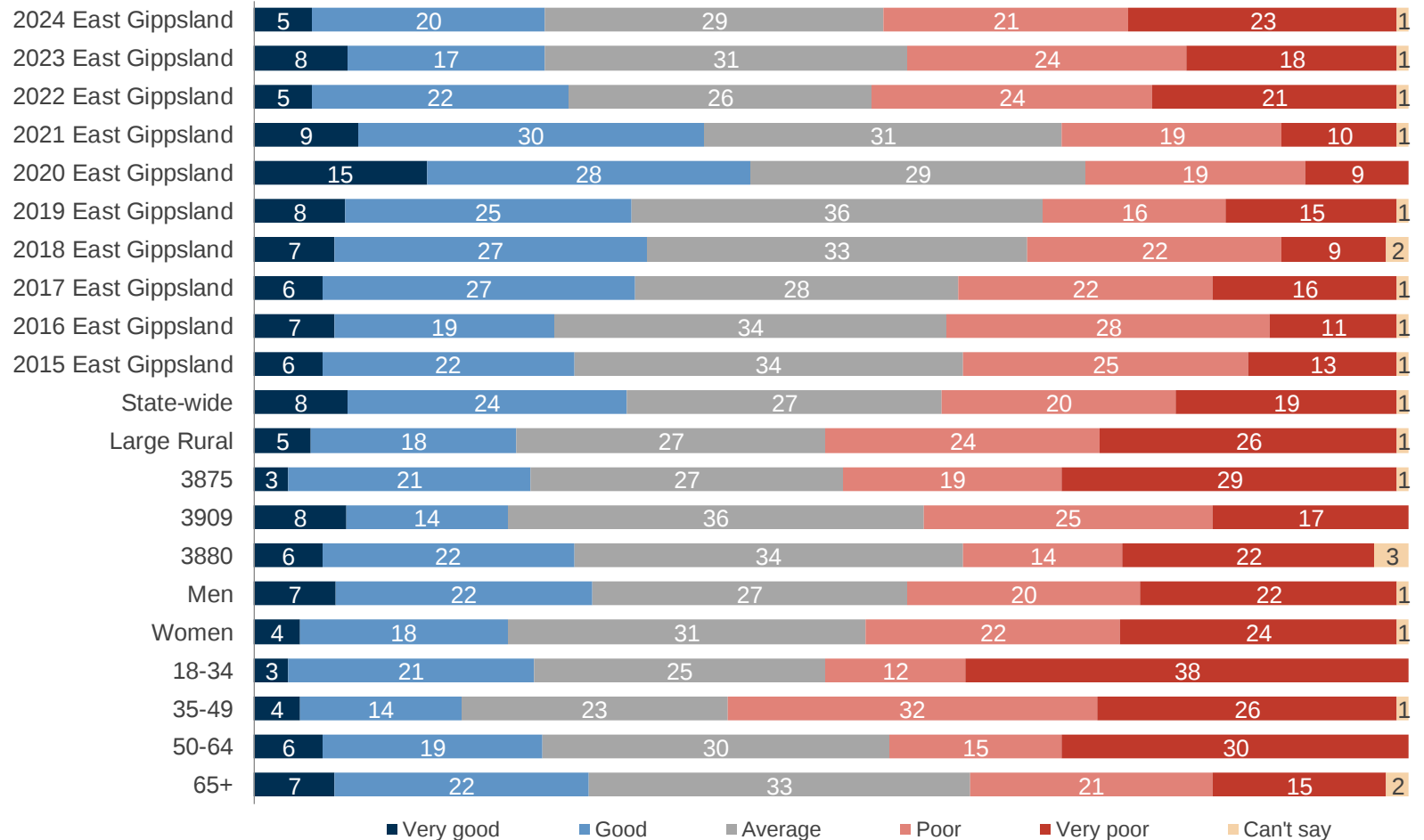
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2024 sealed local roads performance (%)

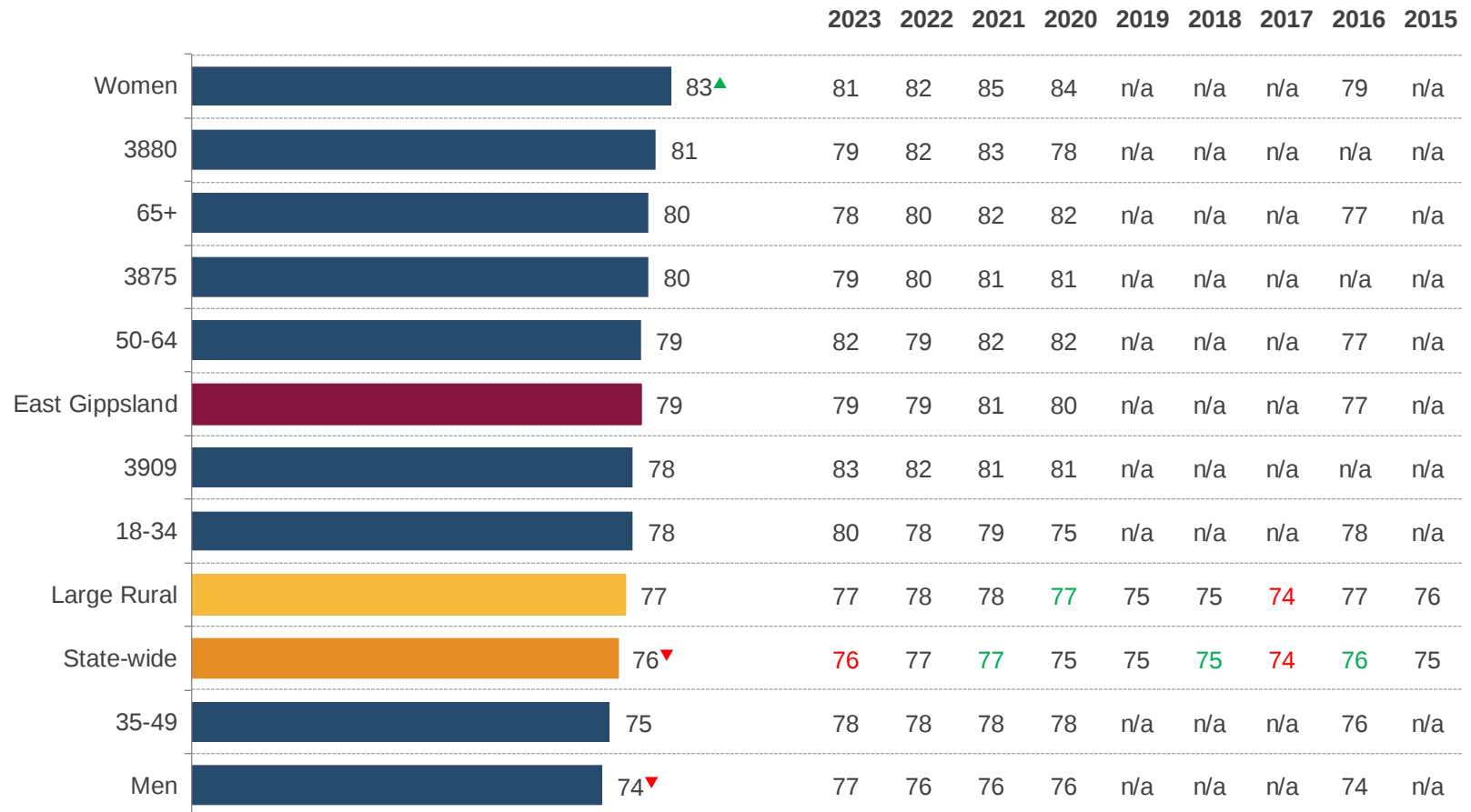




Informing the community importance



2024 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: 18 Councils asked group: 5

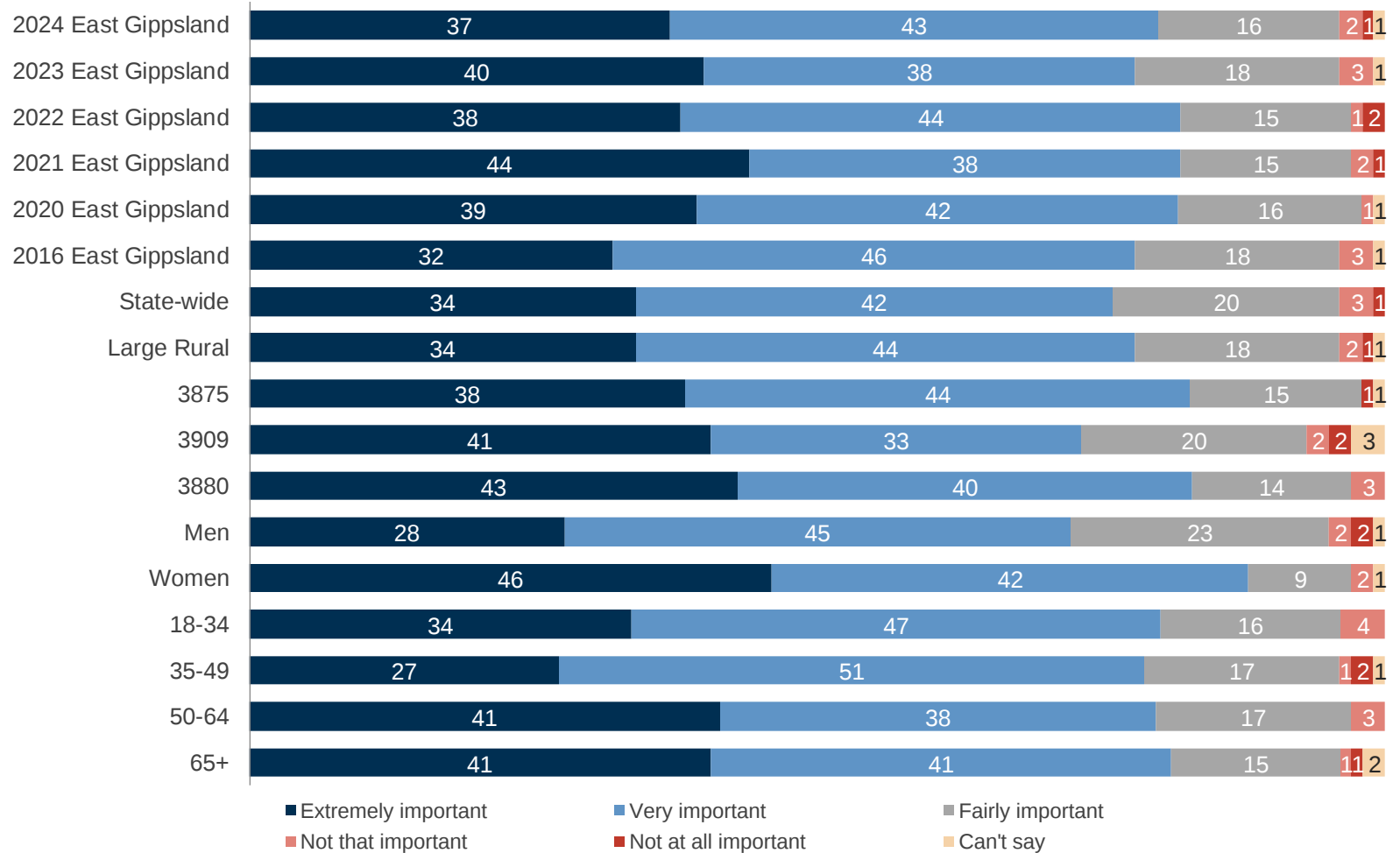
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2024 informing community importance (%)





Informing the community performance



2024 informing community performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	56▲	57	59	60	59	60	59	59	59	61
Large Rural	53▲	54	56	59	59	61	59	60	56	59
65+	49	47	50	56	61	n/a	n/a	n/a	55	n/a
Women	49	48	53	55	57	n/a	n/a	n/a	56	n/a
3875	48	51	54	56	59	n/a	n/a	n/a	n/a	n/a
East Gippsland	48	47	52	55	58	n/a	n/a	n/a	55	n/a
18-34	48	48	56	63	53	n/a	n/a	n/a	60	n/a
3909	47	45	48	54	56	n/a	n/a	n/a	n/a	n/a
Men	47	46	51	55	59	n/a	n/a	n/a	55	n/a
35-49	47	46	58	49	51	n/a	n/a	n/a	51	n/a
3880	46	41	48	60	61	n/a	n/a	n/a	n/a	n/a
50-64	45	46	49	54	61	n/a	n/a	n/a	55	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: 7

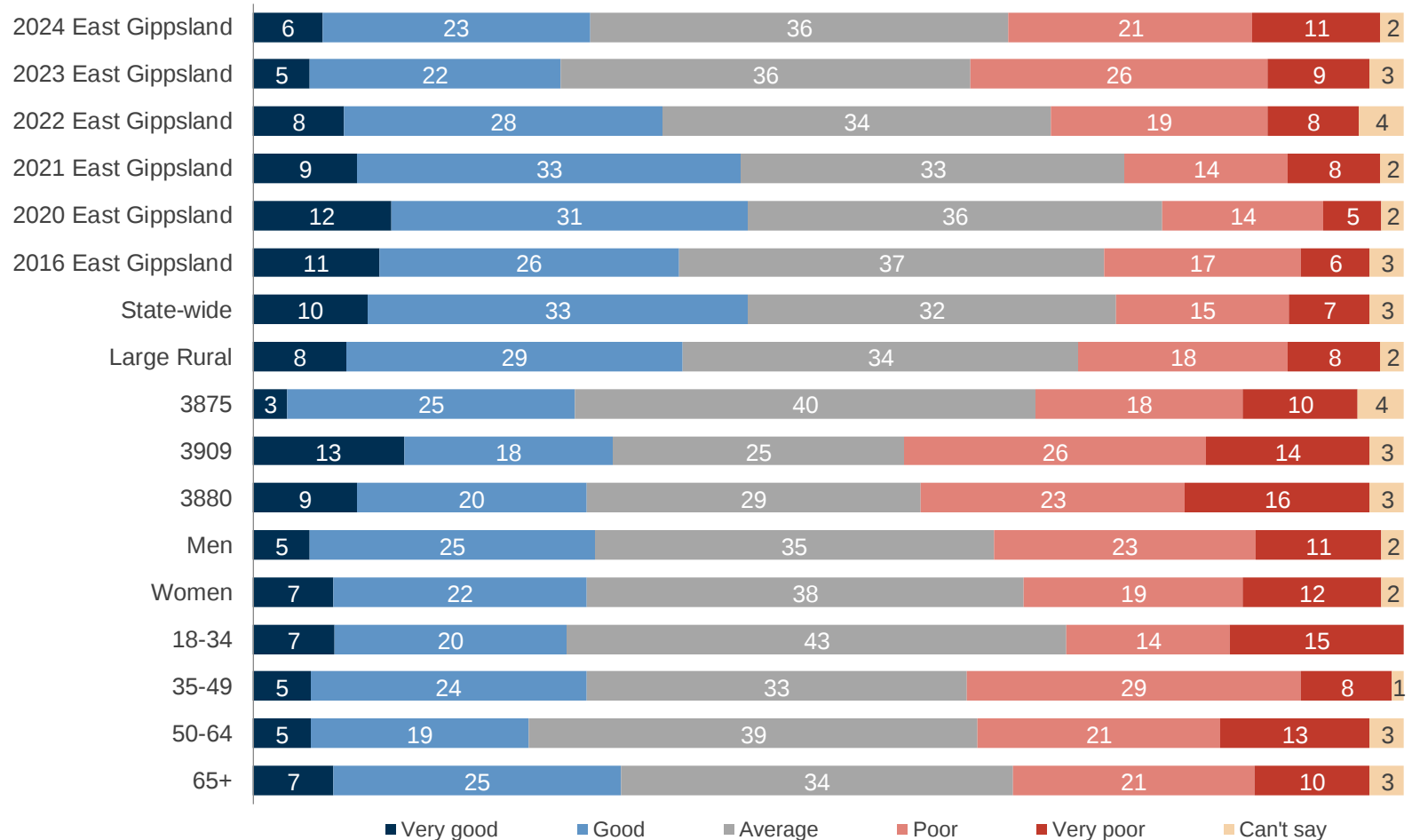
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2024 informing community performance (%)

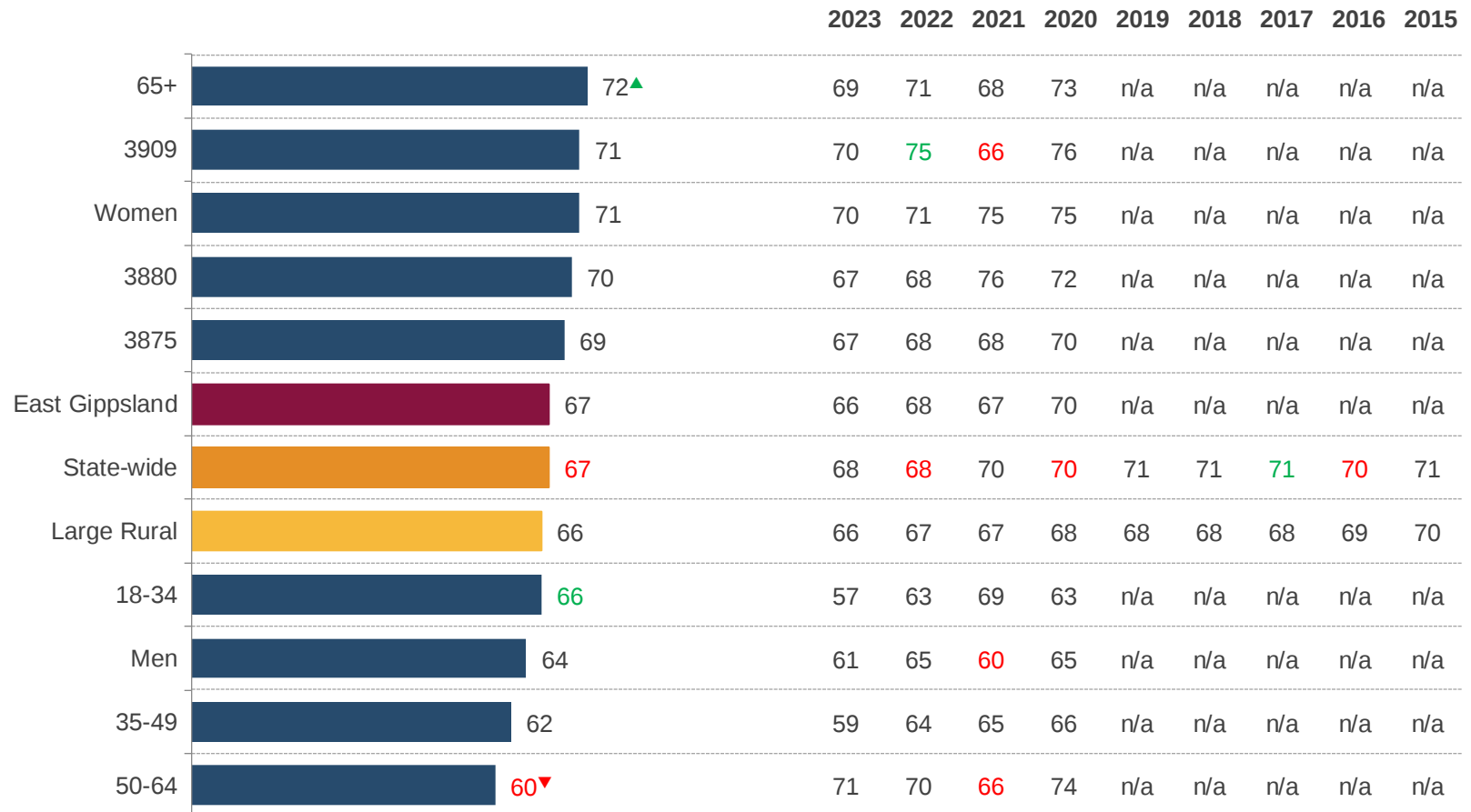




Enforcement of local laws importance



2024 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: 17 Councils asked group: 4

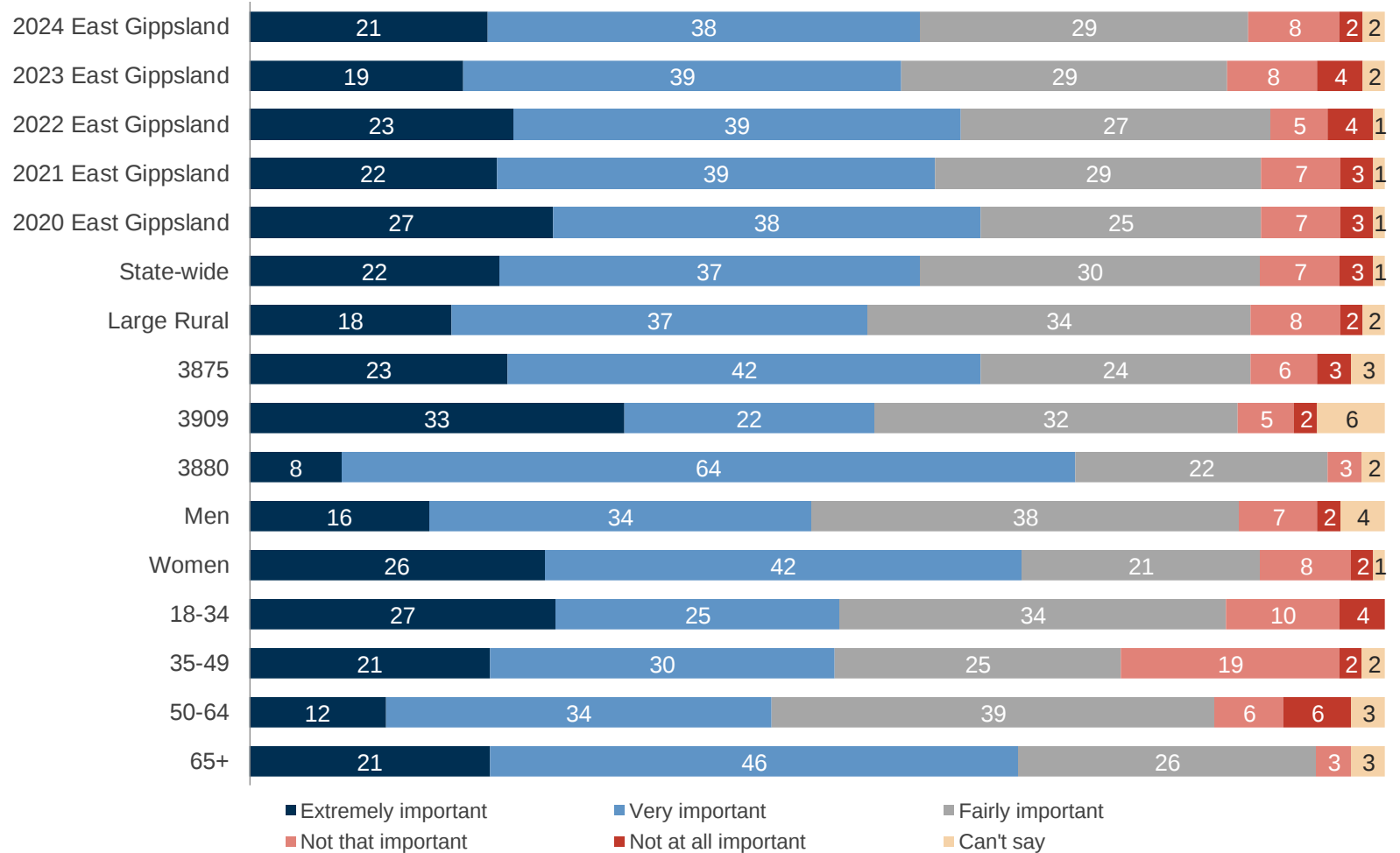
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2024 law enforcement importance (%)





Enforcement of local laws performance



2024 law enforcement performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	61▲	61	63	64	63	64	64	64	63	66
Large Rural	60▲	61	64	64	64	64	64	63	63	65
65+	58	60	58	61	63	n/a	n/a	n/a	n/a	n/a
3875	58	61	63	61	65	n/a	n/a	n/a	n/a	n/a
50-64	58	56	63	58	66	n/a	n/a	n/a	n/a	n/a
35-49	58	56	61	64	65	n/a	n/a	n/a	n/a	n/a
Women	58	59	62	63	65	n/a	n/a	n/a	n/a	n/a
East Gippsland	57	59	60	61	64	n/a	n/a	n/a	n/a	n/a
Men	57	58	59	59	62	n/a	n/a	n/a	n/a	n/a
18-34	56	59	64	63	61	n/a	n/a	n/a	n/a	n/a
3909	55	57	55	61	55	n/a	n/a	n/a	n/a	n/a
3880	51	61	60	58	64	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

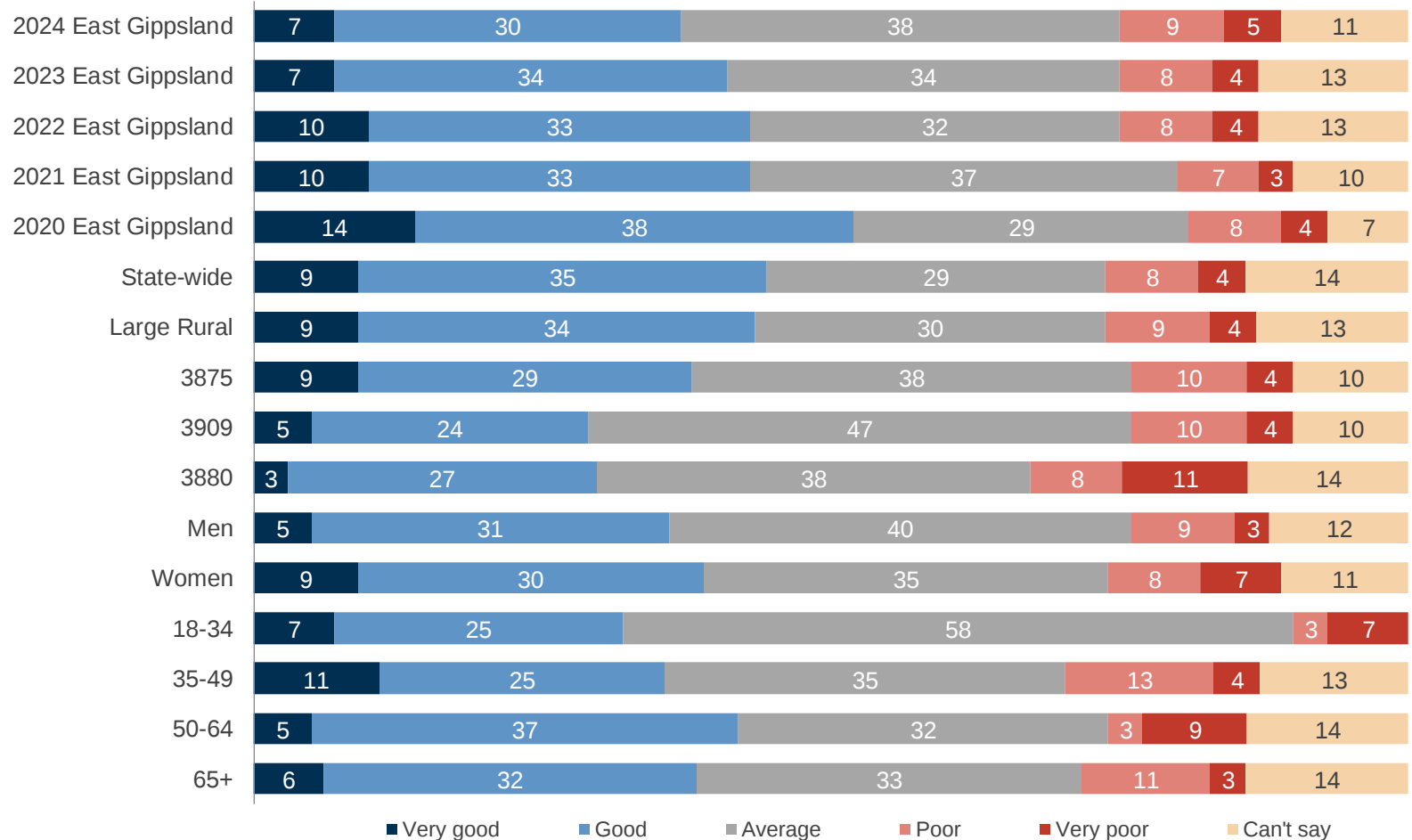
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2024 law enforcement performance (%)





Recreational facilities importance



2024 recreational facilities importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
3909	77	72	76	74	77	n/a	n/a	n/a	n/a	n/a
18-34	75	72	76	72	75	n/a	n/a	n/a	n/a	n/a
Women	75	72	75	77	80	n/a	n/a	n/a	n/a	n/a
3875	74	69	75	73	80	n/a	n/a	n/a	n/a	n/a
35-49	74	72	75	77	79	n/a	n/a	n/a	n/a	n/a
State-wide	73	73	74	74	72	72	73	72	73	72
50-64	73	72	73	77	79	n/a	n/a	n/a	n/a	n/a
East Gippsland	73	71	74	74	77	n/a	n/a	n/a	n/a	n/a
Large Rural	73	73	74	73	72	72	74	72	72	72
65+	72	69	73	72	75	n/a	n/a	n/a	n/a	n/a
Men	71	69	73	71	73	n/a	n/a	n/a	n/a	n/a
3880	70	69	77	75	75	n/a	n/a	n/a	n/a	n/a

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

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

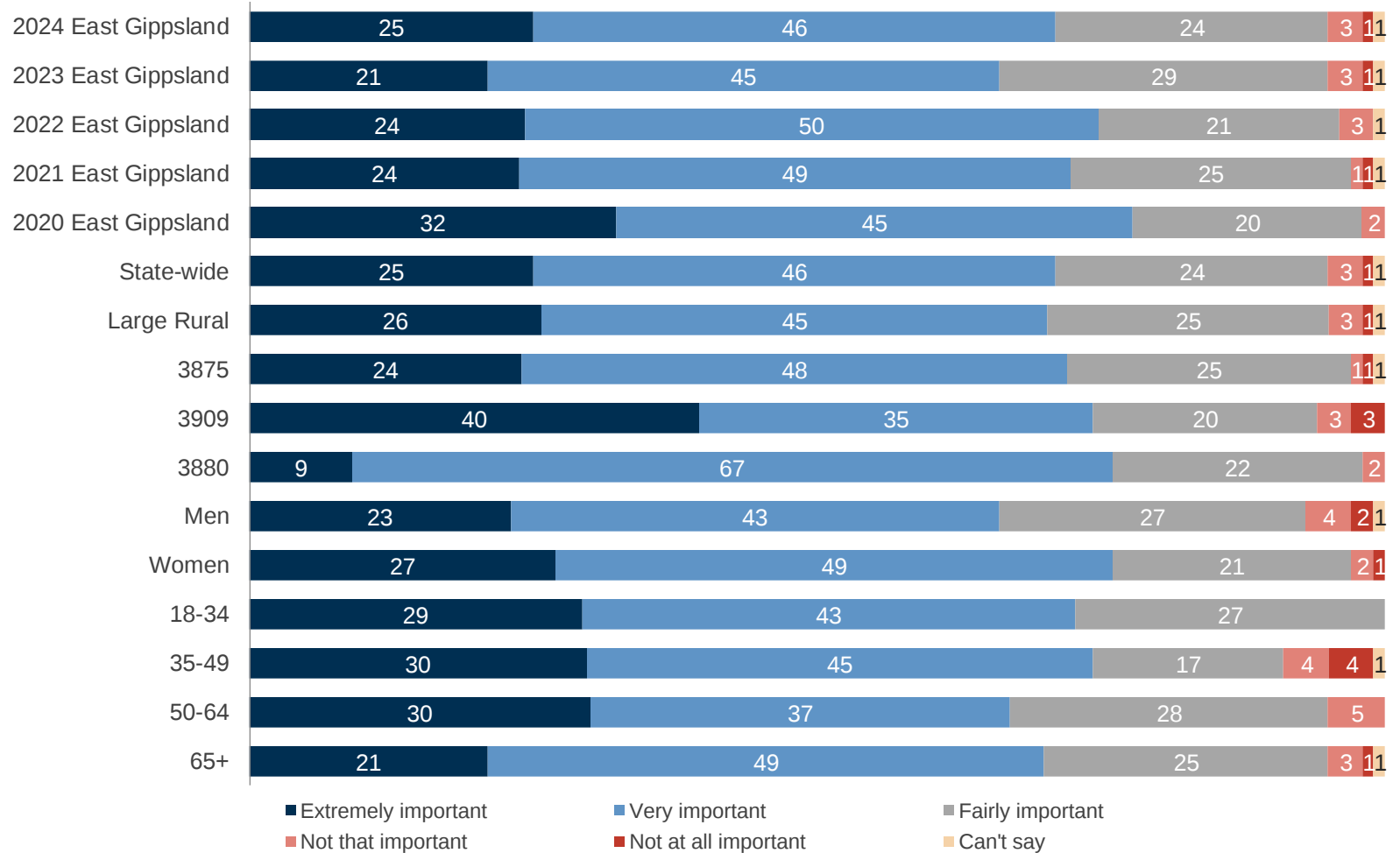
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2024 recreational facilities importance (%)





Recreational facilities performance



2024 recreational facilities performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	68▲	68	69	71	70	70	69	70	69	70
65+	67	69	66	70	74	n/a	n/a	n/a	n/a	n/a
3880	66	64	70	67	73	n/a	n/a	n/a	n/a	n/a
Large Rural	64	65	66	68	67	68	66	66	65	66
Men	63	66	68	66	71	n/a	n/a	n/a	n/a	n/a
East Gippsland	63	66	66	67	71	n/a	n/a	n/a	n/a	n/a
Women	63	65	65	67	71	n/a	n/a	n/a	n/a	n/a
3875	62	69	70	71	72	n/a	n/a	n/a	n/a	n/a
35-49	62	63	70	60	69	n/a	n/a	n/a	n/a	n/a
3909	60	65	59	68	70	n/a	n/a	n/a	n/a	n/a
50-64	59	66	62	63	70	n/a	n/a	n/a	n/a	n/a
18-34	55▼	59	69	70	66	n/a	n/a	n/a	n/a	n/a

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

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

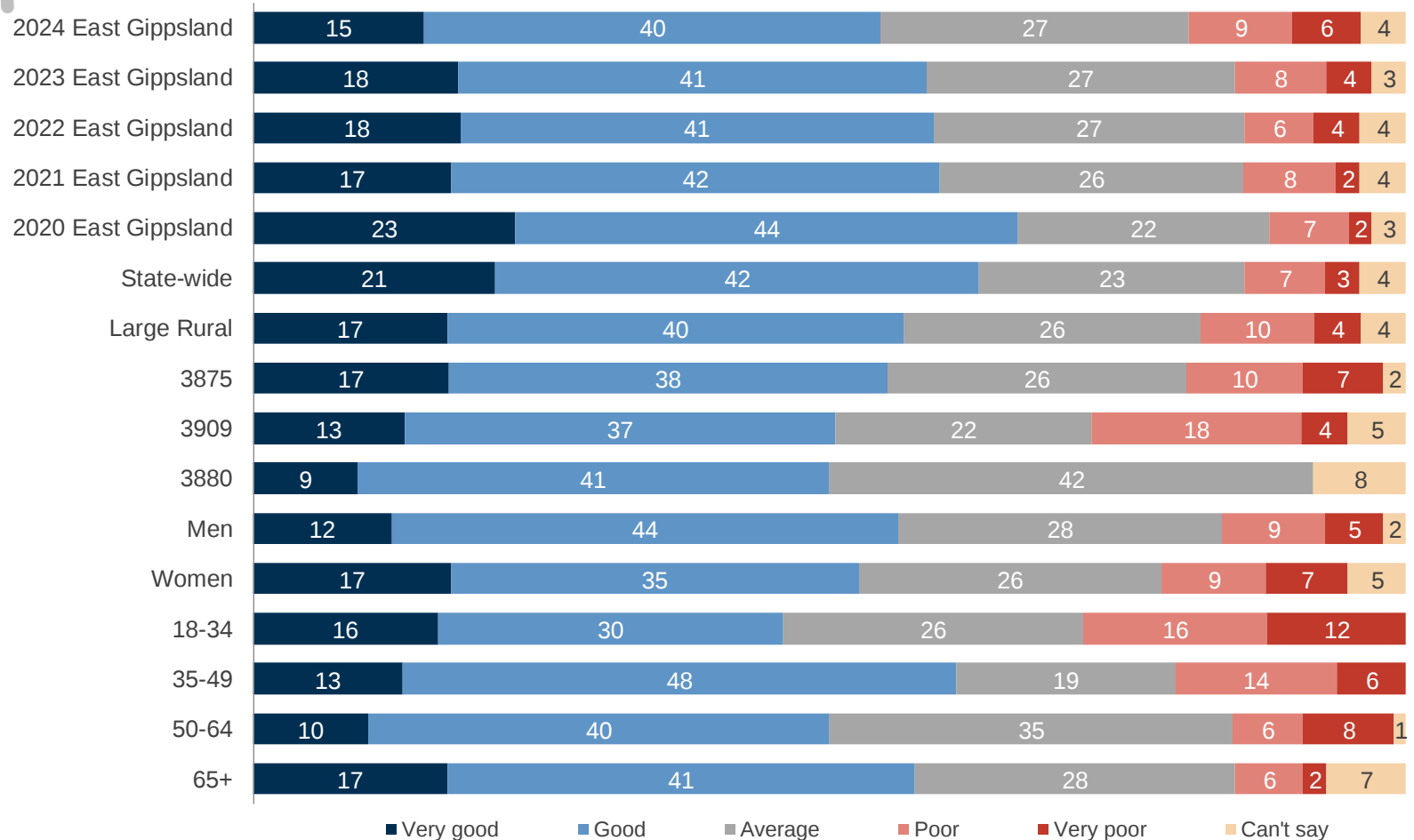
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2024 recreational facilities performance (%)





The appearance of public areas importance



2024 public areas importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	78	76	79	79	79	n/a	n/a	n/a	n/a	n/a
3909	77	76	80	79	78	n/a	n/a	n/a	n/a	n/a
65+	77	74	76	77	78	n/a	n/a	n/a	n/a	n/a
18-34	76	76	76	76	71	n/a	n/a	n/a	n/a	n/a
3875	76	74	78	75	76	n/a	n/a	n/a	n/a	n/a
East Gippsland	75	74	77	77	77	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	75	75	74	73	74	74	74	73
3880	74	73	76	78	79	n/a	n/a	n/a	n/a	n/a
35-49	74	73	81	76	76	n/a	n/a	n/a	n/a	n/a
Large Rural	74	73	75	75	73	73	73	73	74	73
50-64	73	77	79	78	80	n/a	n/a	n/a	n/a	n/a
Men	72	73	75	75	74	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

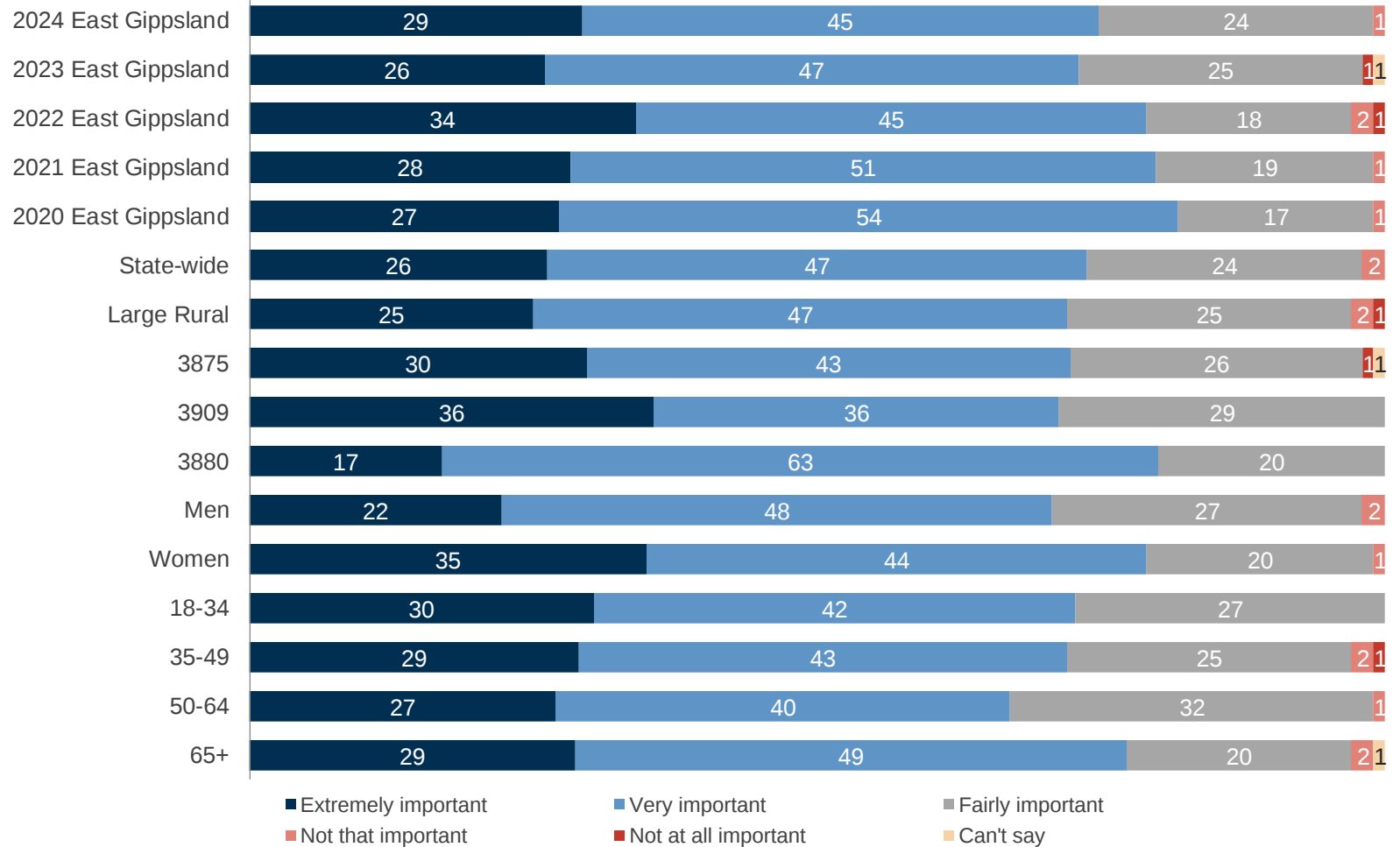
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2024 public areas importance (%)





The appearance of public areas performance



2024 public areas performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
3909	69	66	63	73	72	n/a	n/a	n/a	n/a	n/a
State-wide	68▲	67	71	73	72	72	71	71	71	72
18-34	67	54	58	71	71	n/a	n/a	n/a	n/a	n/a
65+	67	62	60	69	77	n/a	n/a	n/a	n/a	n/a
3875	67	56	54	70	75	n/a	n/a	n/a	n/a	n/a
3880	67	62	62	70	76	n/a	n/a	n/a	n/a	n/a
Large Rural	66	65	67	70	71	70	69	69	69	69
Men	65	61	61	69	74	n/a	n/a	n/a	n/a	n/a
East Gippsland	65	60	58	69	74	n/a	n/a	n/a	n/a	n/a
Women	65	59	55	70	74	n/a	n/a	n/a	n/a	n/a
50-64	63	60	53	69	76	n/a	n/a	n/a	n/a	n/a
35-49	58	60	58	68	70	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 42 Councils asked group: 11

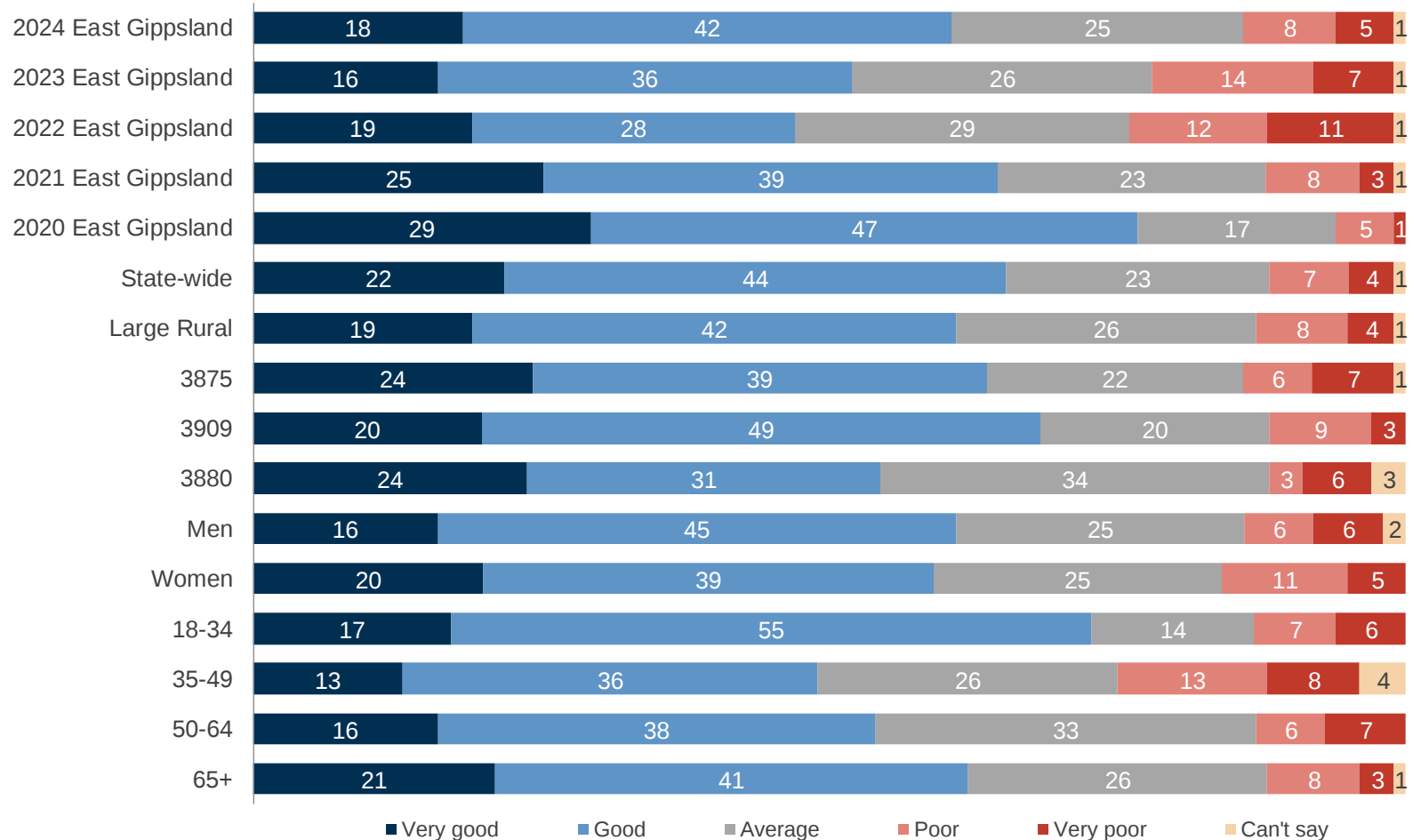
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2024 public areas performance (%)





Art centres and libraries importance



2024 art centres and libraries importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	72▲	71	70	72	75	n/a	n/a	n/a	71	n/a
65+	68	69	66	69	68	n/a	n/a	n/a	66	n/a
3909	67	73	70	62	67	n/a	n/a	n/a	n/a	n/a
3875	66	64	64	66	68	n/a	n/a	n/a	n/a	n/a
East Gippsland	66	67	66	66	67	n/a	n/a	n/a	66	n/a
3880	64	65	66	71	66	n/a	n/a	n/a	n/a	n/a
18-34	64	60	63	60	61	n/a	n/a	n/a	63	n/a
State-wide	64	65	67	67	65	65	65	64	66	65
Large Rural	64	64	64	66	64	64	62	63	63	63
35-49	64	68	67	64	69	n/a	n/a	n/a	67	n/a
50-64	64	69	67	66	69	n/a	n/a	n/a	68	n/a
Men	59▼	63	62	59	59	n/a	n/a	n/a	61	n/a

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

Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4

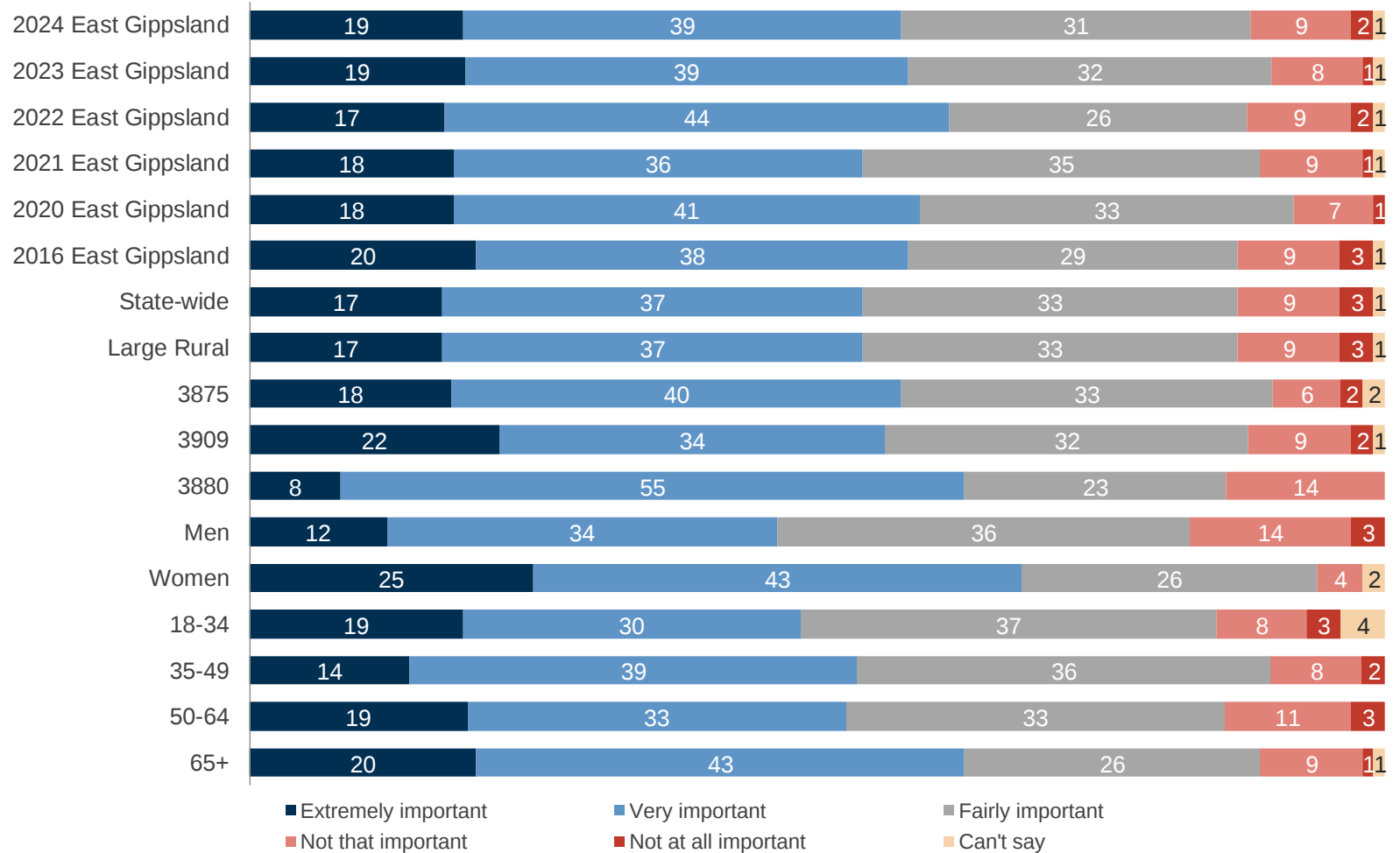
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2024 art centres and libraries importance (%)





Art centres and libraries performance



2024 art centres and libraries performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	73▲	73	73	73	74	74	74	73	72	73
Large Rural	71▲	69	72	73	72	73	71	70	70	73
3875	69	70	72	74	76	n/a	n/a	n/a	n/a	n/a
65+	68	67	73	76	78	n/a	n/a	n/a	74	n/a
Women	68	64	76	75	77	n/a	n/a	n/a	77	n/a
35-49	66	58	77	71	72	n/a	n/a	n/a	75	n/a
East Gippsland	66	63	72	72	75	n/a	n/a	n/a	74	n/a
Men	63	62	68	70	73	n/a	n/a	n/a	72	n/a
18-34	63	61	69	70	75	n/a	n/a	n/a	73	n/a
3909	61	57	66	71	72	n/a	n/a	n/a	n/a	n/a
50-64	60	60	69	66	73	n/a	n/a	n/a	75	n/a
3880	59	61	76	71	77	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 6

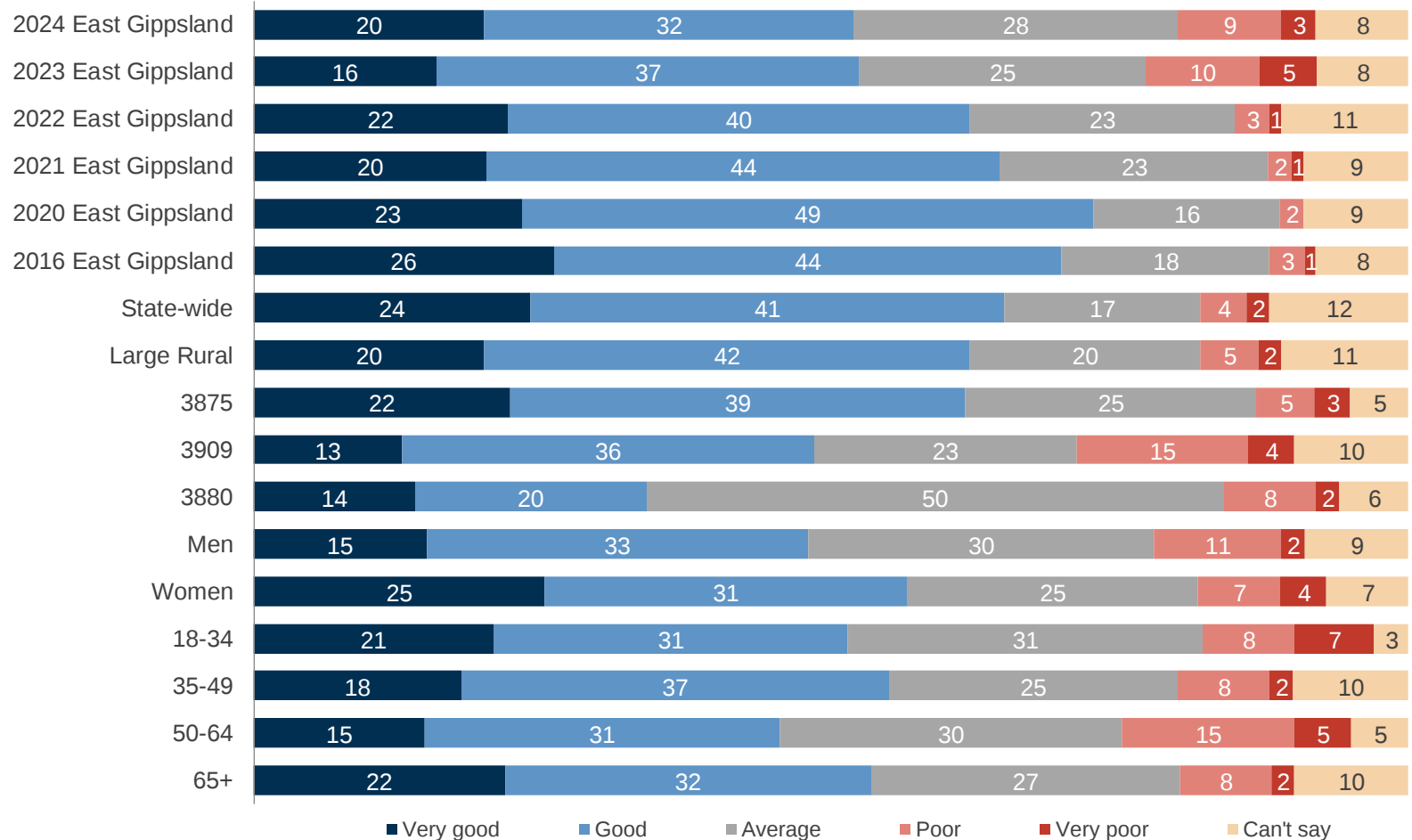
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2024 art centres and libraries performance (%)





Waste management importance



2024 waste management importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	81	81	86	83	84	n/a	n/a	n/a	n/a	n/a
State-wide	81▲	81	82	82	82	81	81	79	80	79
50-64	80	83	84	83	83	n/a	n/a	n/a	n/a	n/a
Large Rural	80	80	81	81	81	80	81	78	79	78
3875	79	81	84	79	82	n/a	n/a	n/a	n/a	n/a
65+	79	81	84	82	84	n/a	n/a	n/a	n/a	n/a
18-34	79	82	86	78	75	n/a	n/a	n/a	n/a	n/a
East Gippsland	79	81	84	81	82	n/a	n/a	n/a	n/a	n/a
3909	78	83	88	84	81	n/a	n/a	n/a	n/a	n/a
3880	77	79	81	85	82	n/a	n/a	n/a	n/a	n/a
Men	76	81	82	79	79	n/a	n/a	n/a	n/a	n/a
35-49	76	79	81	79	82	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 8

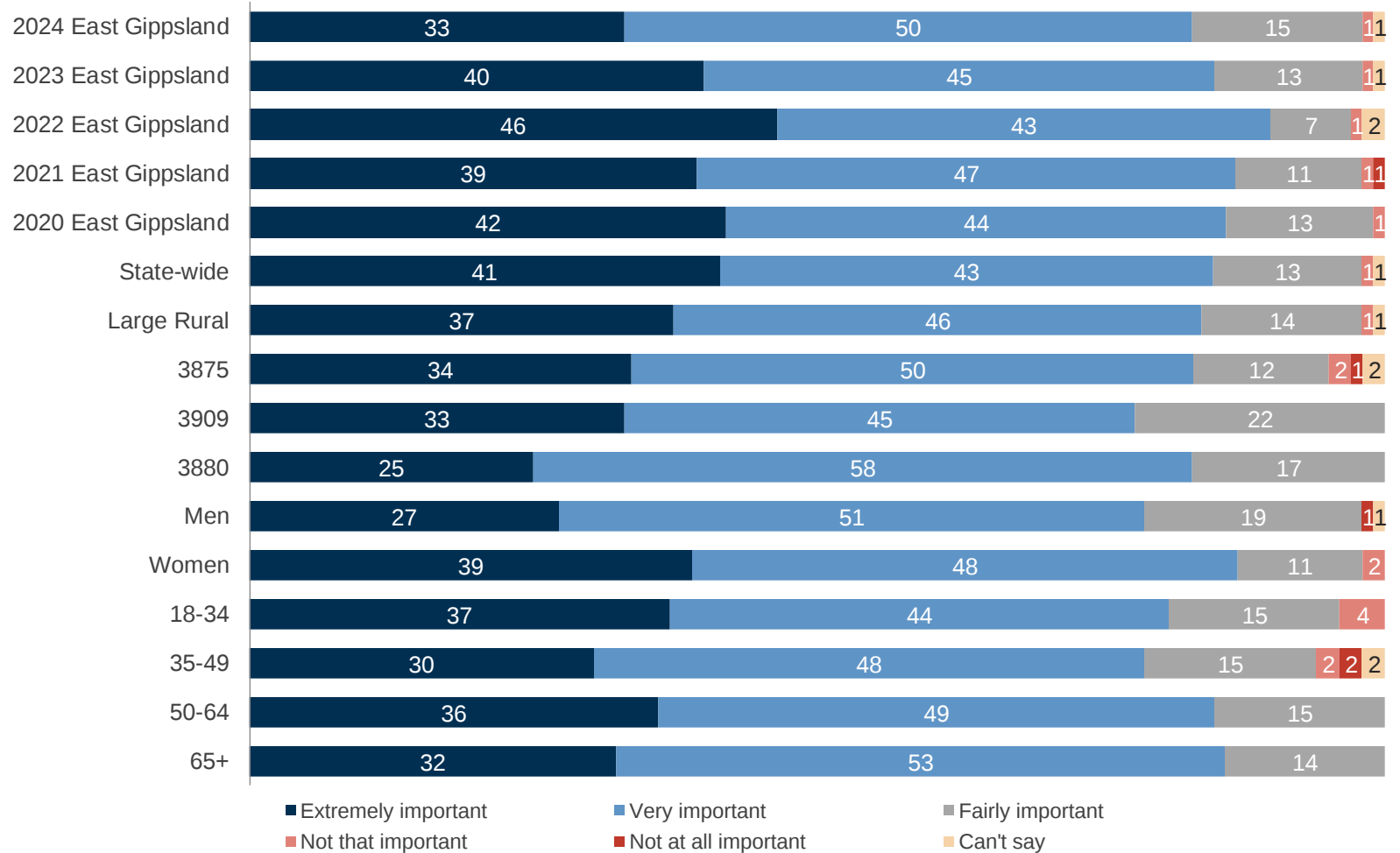
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2024 waste management importance (%)





Waste management performance



2024 waste management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
65+	68	74	70	75	77	n/a	n/a	n/a	n/a	n/a
3880	67	75	77	74	77	n/a	n/a	n/a	n/a	n/a
35-49	67	62	69	68	63	n/a	n/a	n/a	n/a	n/a
State-wide	67	66	68	69	65	68	70	71	70	72
Women	66	67	65	68	71	n/a	n/a	n/a	n/a	n/a
East Gippsland	66	68	67	70	72	n/a	n/a	n/a	n/a	n/a
Men	66	69	70	71	72	n/a	n/a	n/a	n/a	n/a
18-34	65	61	62	61	68	n/a	n/a	n/a	n/a	n/a
3909	65	64	71	72	73	n/a	n/a	n/a	n/a	n/a
Large Rural	65	65	65	66	62	64	67	68	66	68
3875	63	68	68	69	73	n/a	n/a	n/a	n/a	n/a
50-64	60	62	63	68	72	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

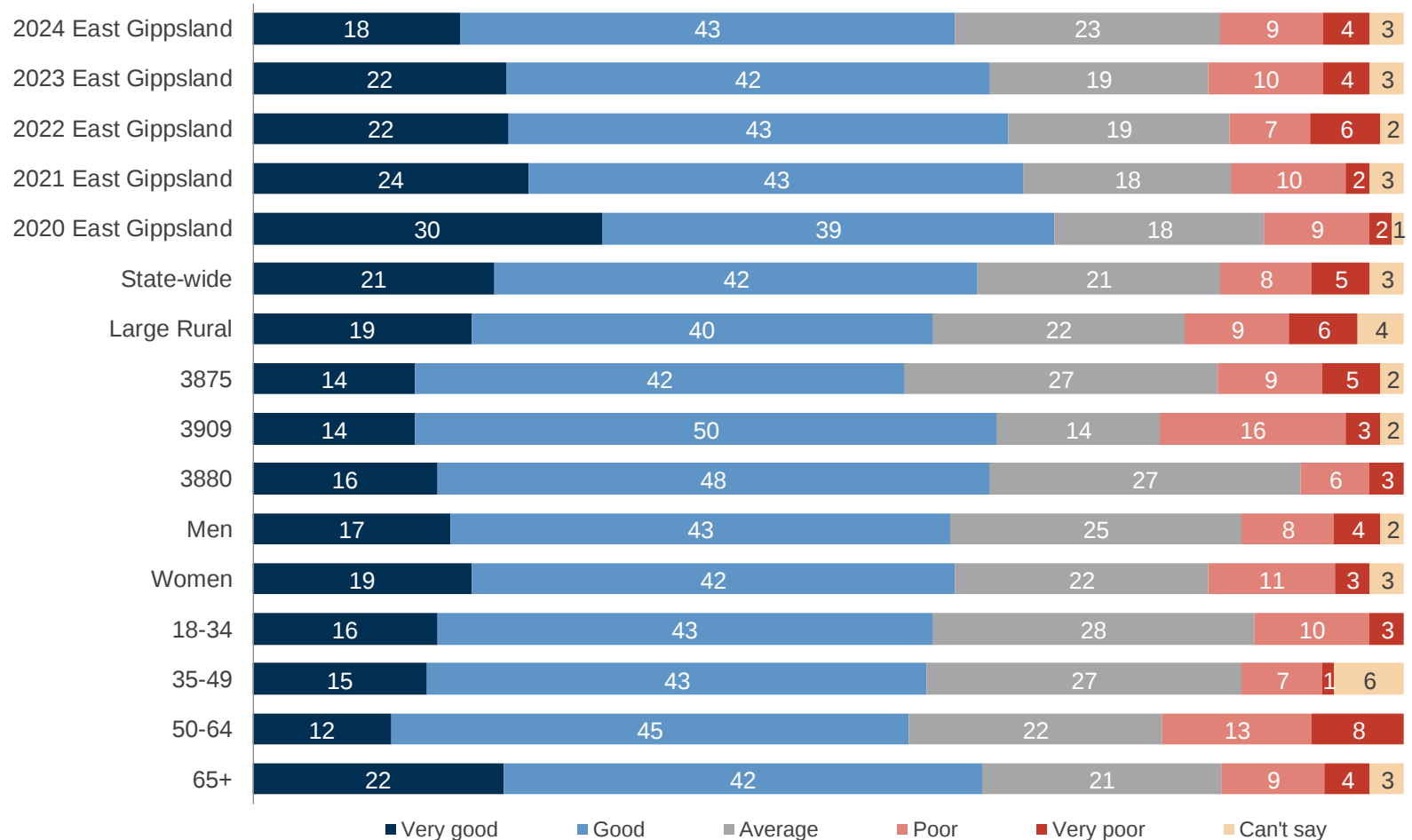
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2024 waste management performance (%)



Business and community development and tourism importance



2024 business/development/tourism importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
3909	79	76	77	85	n/a	n/a	n/a	n/a	n/a	n/a
18-34	79	71	71	84	n/a	n/a	n/a	n/a	73	n/a
Women	76	74	73	78	n/a	n/a	n/a	n/a	76	n/a
East Gippsland	74	71	72	78	n/a	n/a	n/a	n/a	74	n/a
65+	74	70	70	75	n/a	n/a	n/a	n/a	72	n/a
3875	73	71	76	76	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	72	75	75	n/a	n/a	n/a	n/a	74	n/a
3880	72	67	67	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	68	71	77	n/a	n/a	n/a	n/a	73	n/a
35-49	71	73	76	81	n/a	n/a	n/a	n/a	80	n/a
Large Rural	69▼	68	70	71	68	64	65	67	69	70
State-wide	67▼	67	69	70	67	65	66	67	67	67

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

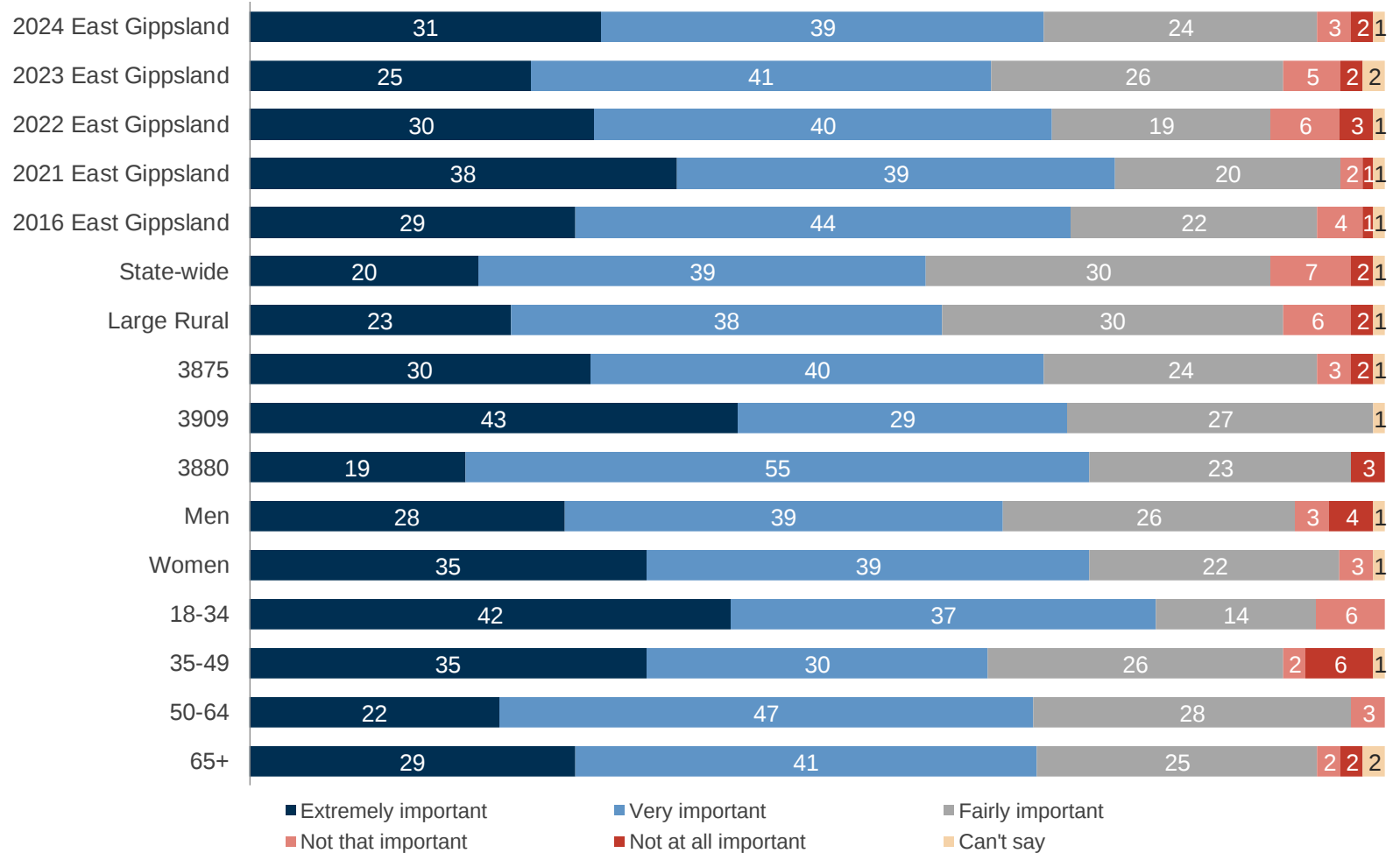
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 6

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

Business and community development and tourism importance



2024 business/development/tourism importance (%)



Business and community development and tourism performance



2024 business/development/tourism performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
3880	60	57	55	59	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	59	57	62	n/a	n/a	n/a	n/a	62	n/a
3909	57	61	55	54	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57	59	60	61	59	61	60	61	60	61
Women	57	58	59	58	n/a	n/a	n/a	n/a	61	n/a
East Gippsland	55	58	57	57	n/a	n/a	n/a	n/a	59	n/a
Large Rural	55	56	58	59	61	62	61	60	59	59
Men	53	58	56	56	n/a	n/a	n/a	n/a	57	n/a
18-34	52	60	56	53	n/a	n/a	n/a	n/a	62	n/a
3875	52	58	57	57	n/a	n/a	n/a	n/a	n/a	n/a
50-64	52	57	49	55	n/a	n/a	n/a	n/a	56	n/a
35-49	52	53	67	52	n/a	n/a	n/a	n/a	54	n/a

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

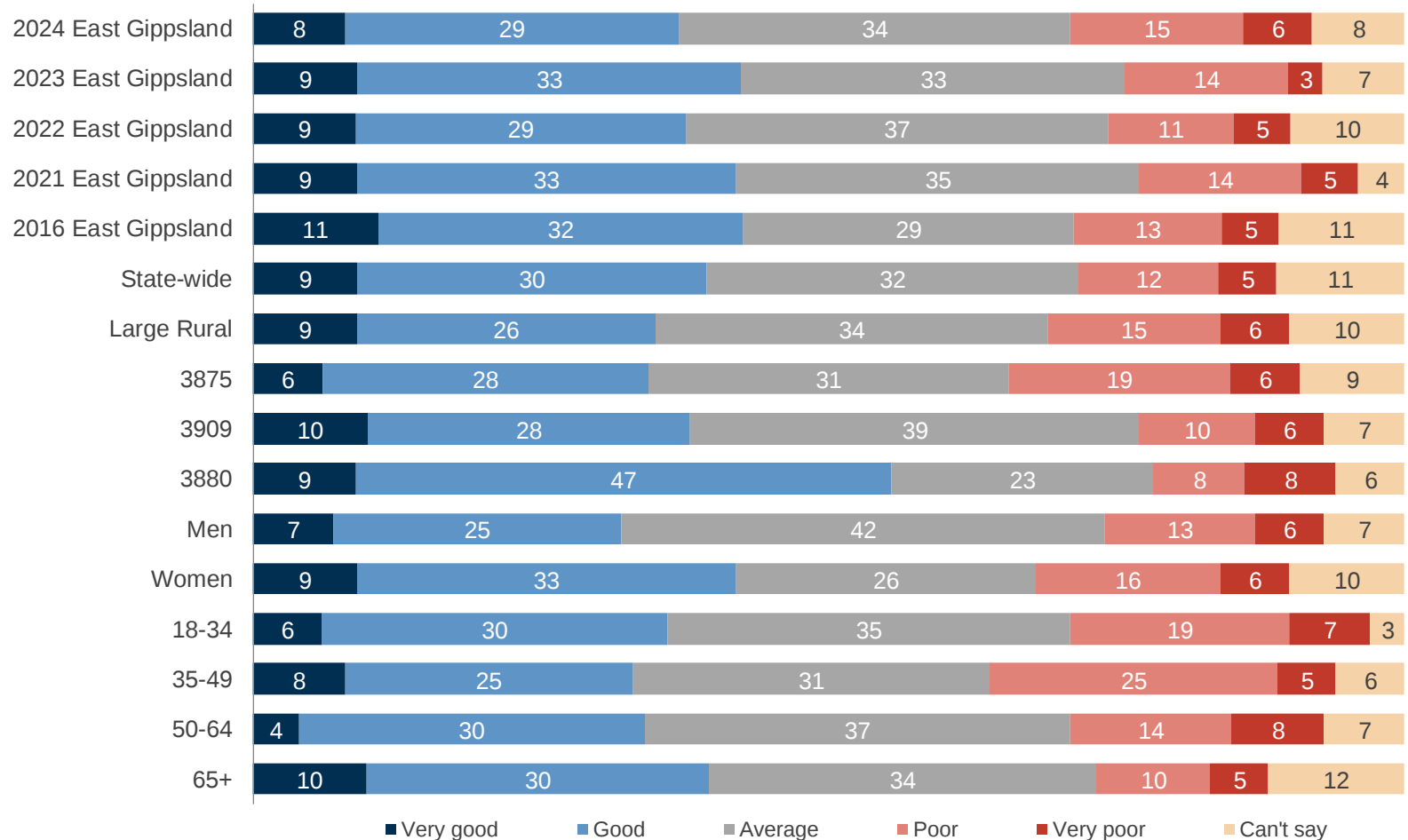
Base: All respondents. Councils asked State-wide: 27 Councils asked group: 10

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

Business and community development and tourism performance



2024 business/development/tourism performance (%)

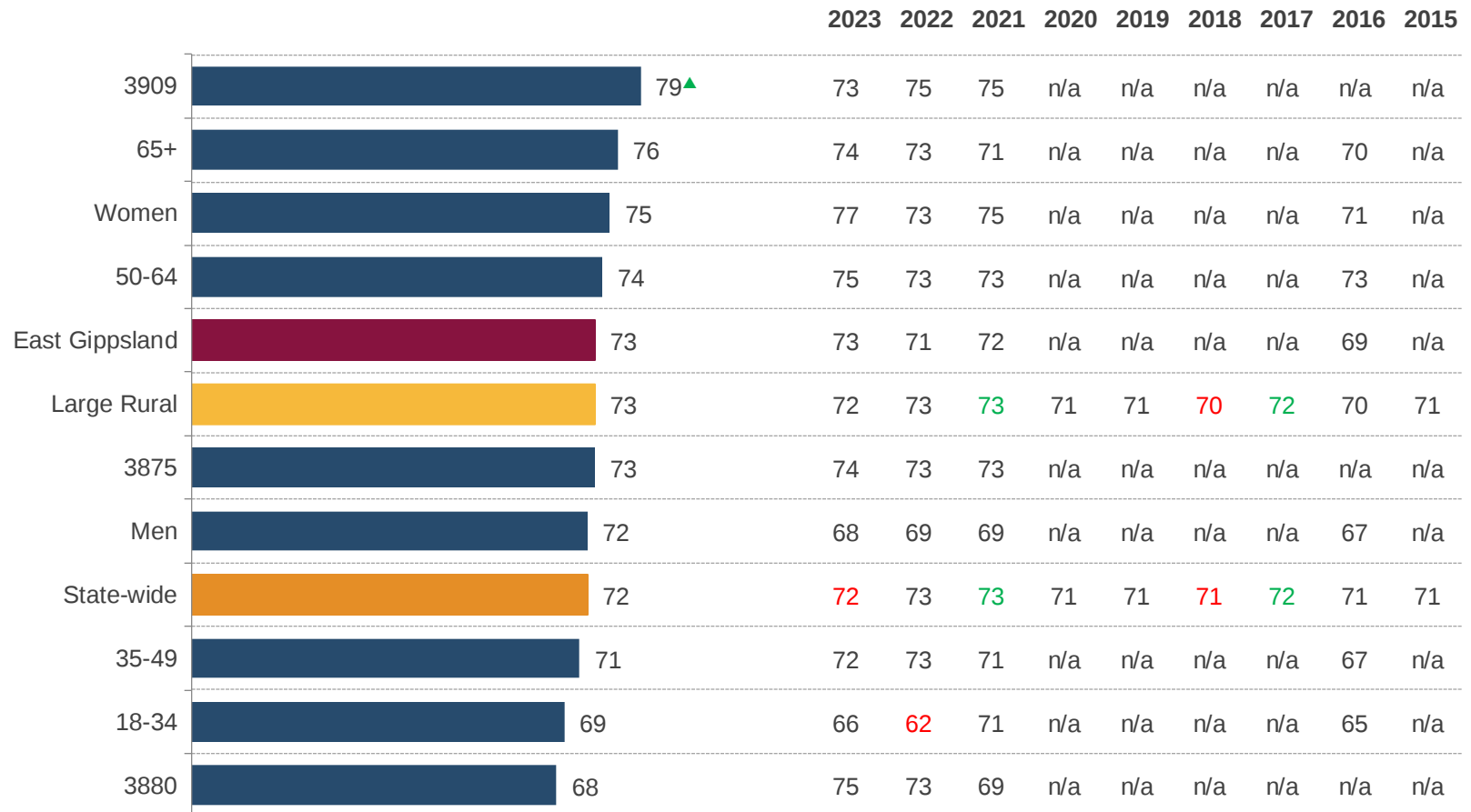




Planning and building permits importance



2024 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: 18 Councils asked group: 5

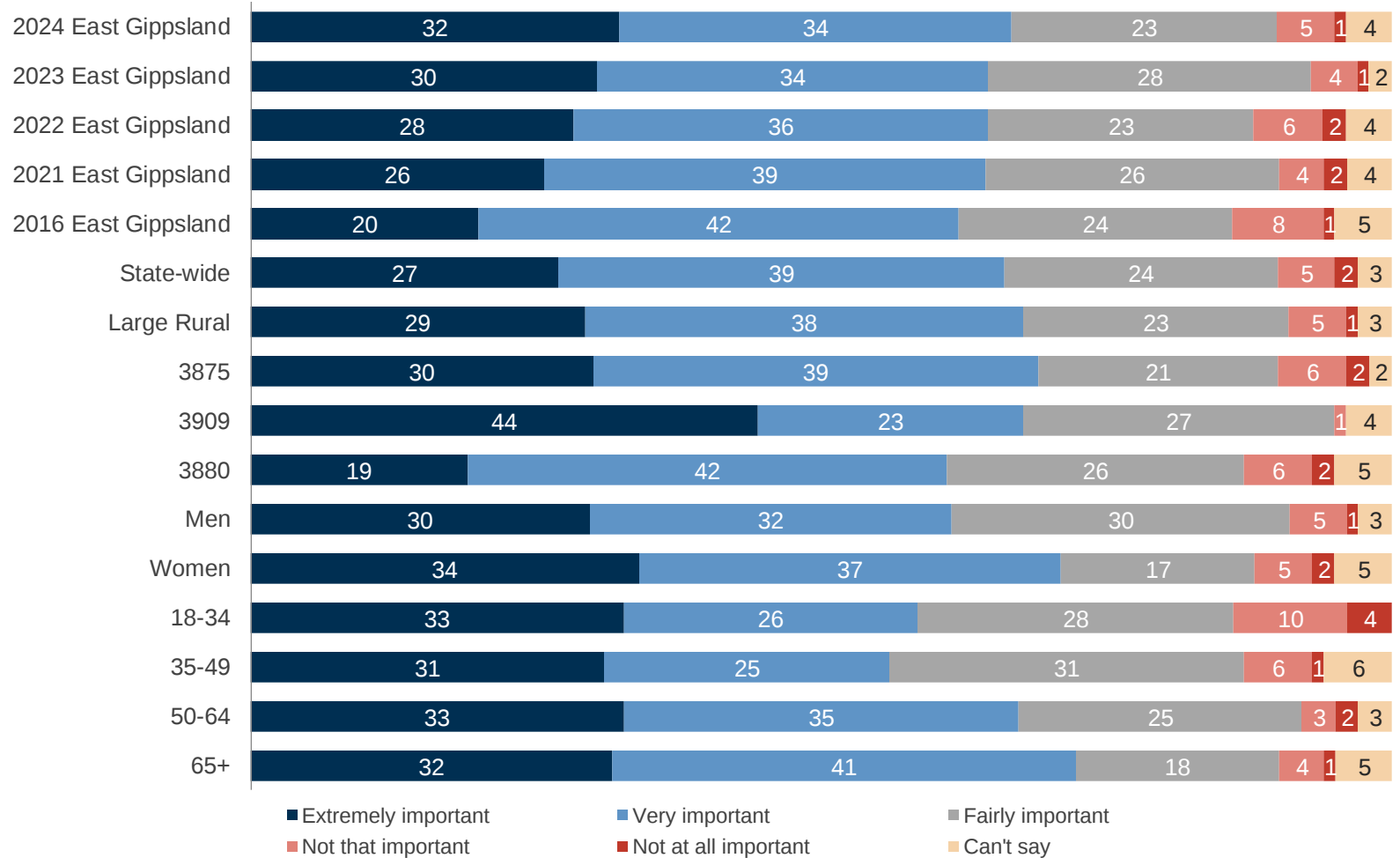
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2024 planning and building permits importance (%)





Planning and building permits performance



2024 planning and building permits performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	45▲	47	50	51	51	52	52	51	50	54
3880	43	35	44	46	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	41	42	46	48	49	49	49	48	50	54
18-34	41	36	48	43	n/a	n/a	n/a	n/a	55	n/a
Women	40	40	41	45	n/a	n/a	n/a	n/a	50	n/a
65+	39	44	39	46	n/a	n/a	n/a	n/a	46	n/a
East Gippsland	39	41	40	42	n/a	n/a	n/a	n/a	46	n/a
35-49	38	37	37	36	n/a	n/a	n/a	n/a	41	n/a
3875	38	45	39	37	n/a	n/a	n/a	n/a	n/a	n/a
Men	37	41	40	39	n/a	n/a	n/a	n/a	42	n/a
3909	37	40	44	41	n/a	n/a	n/a	n/a	n/a	n/a
50-64	33	37	39	38	n/a	n/a	n/a	n/a	44	n/a

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

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 8

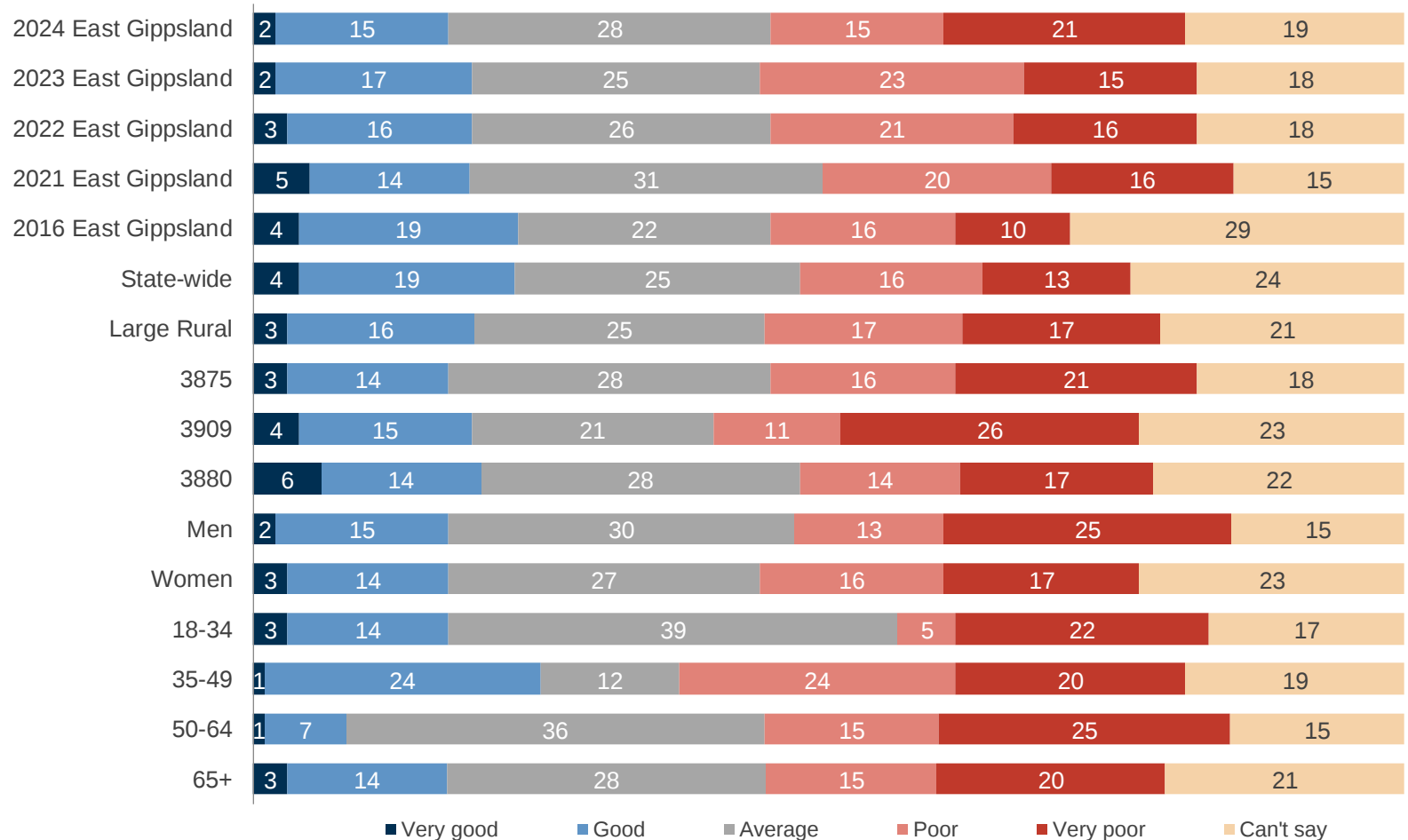
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2024 planning and building permits performance (%)





Environmental sustainability importance



2024 environmental sustainability importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	73▲	73	78	78	n/a	n/a	n/a	n/a	n/a	n/a
3880	71	66	70	73	n/a	n/a	n/a	n/a	n/a	n/a
3909	70	72	79	71	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	67	72	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	66	79	69	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	70	73	74	74	74	73	72	73	73
Large Rural	67	68	71	72	73	74	73	72	73	72
East Gippsland	66	68	75	72	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	73	75	75	n/a	n/a	n/a	n/a	n/a	n/a
3875	66	67	73	67	n/a	n/a	n/a	n/a	n/a	n/a
Men	60▼	62	71	65	n/a	n/a	n/a	n/a	n/a	n/a
35-49	59	66	76	73	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8

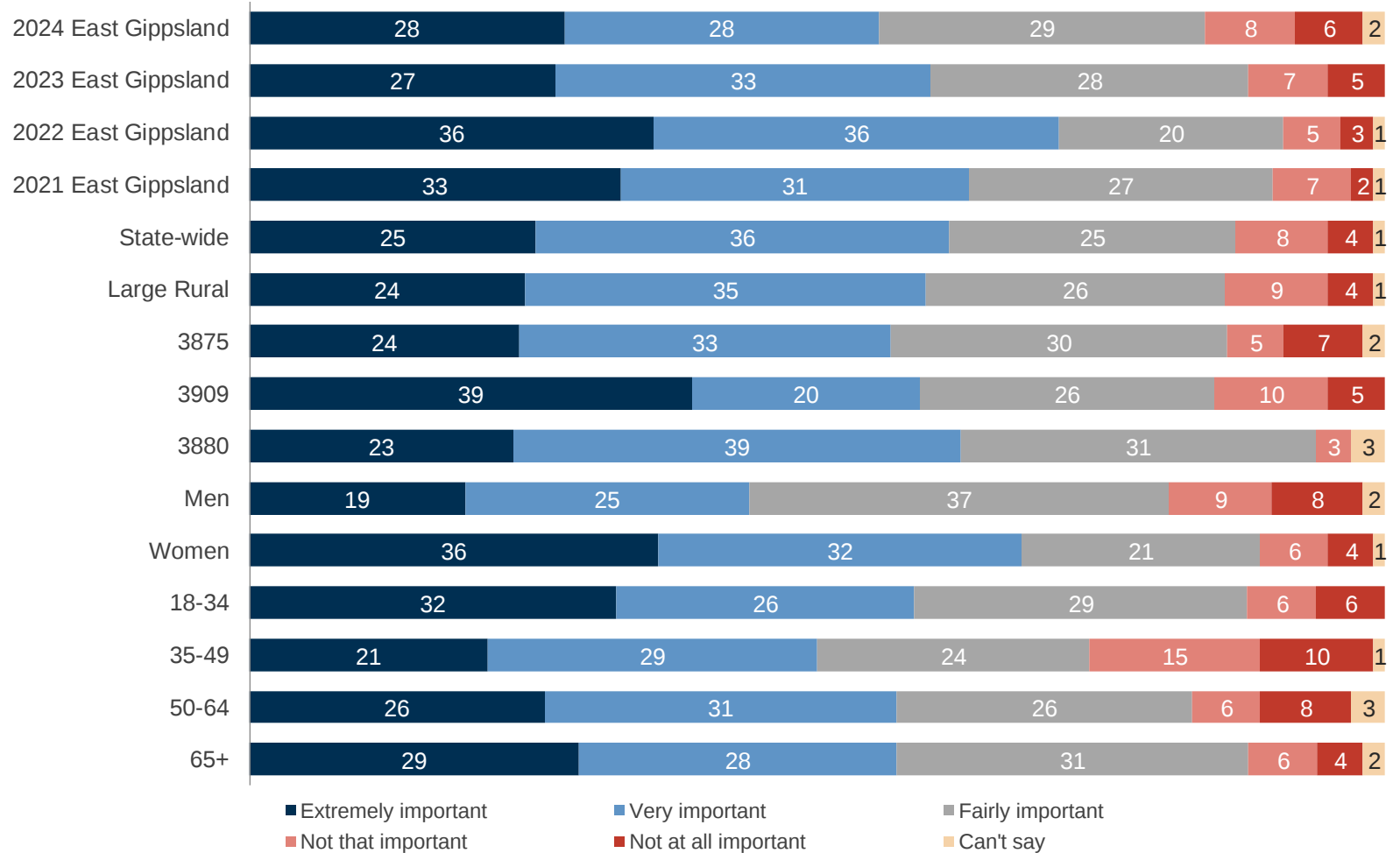
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2024 environmental sustainability importance (%)





Environmental sustainability performance



2024 environmental sustainability performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	60▲	60	61	62	60	62	63	64	63	64
Women	58	55	57	56	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	58▲	58	59	61	60	61	61	62	62	64
65+	56	59	54	61	n/a	n/a	n/a	n/a	n/a	n/a
35-49	55	52	61	52	n/a	n/a	n/a	n/a	n/a	n/a
3909	55	59	56	55	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	55	56	57	56	n/a	n/a	n/a	n/a	n/a	n/a
3875	54	58	61	58	n/a	n/a	n/a	n/a	n/a	n/a
3880	54	57	60	61	n/a	n/a	n/a	n/a	n/a	n/a
50-64	53	53	55	54	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	52	63	54	n/a	n/a	n/a	n/a	n/a	n/a
Men	51	56	57	57	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: 34 Councils asked group: 10

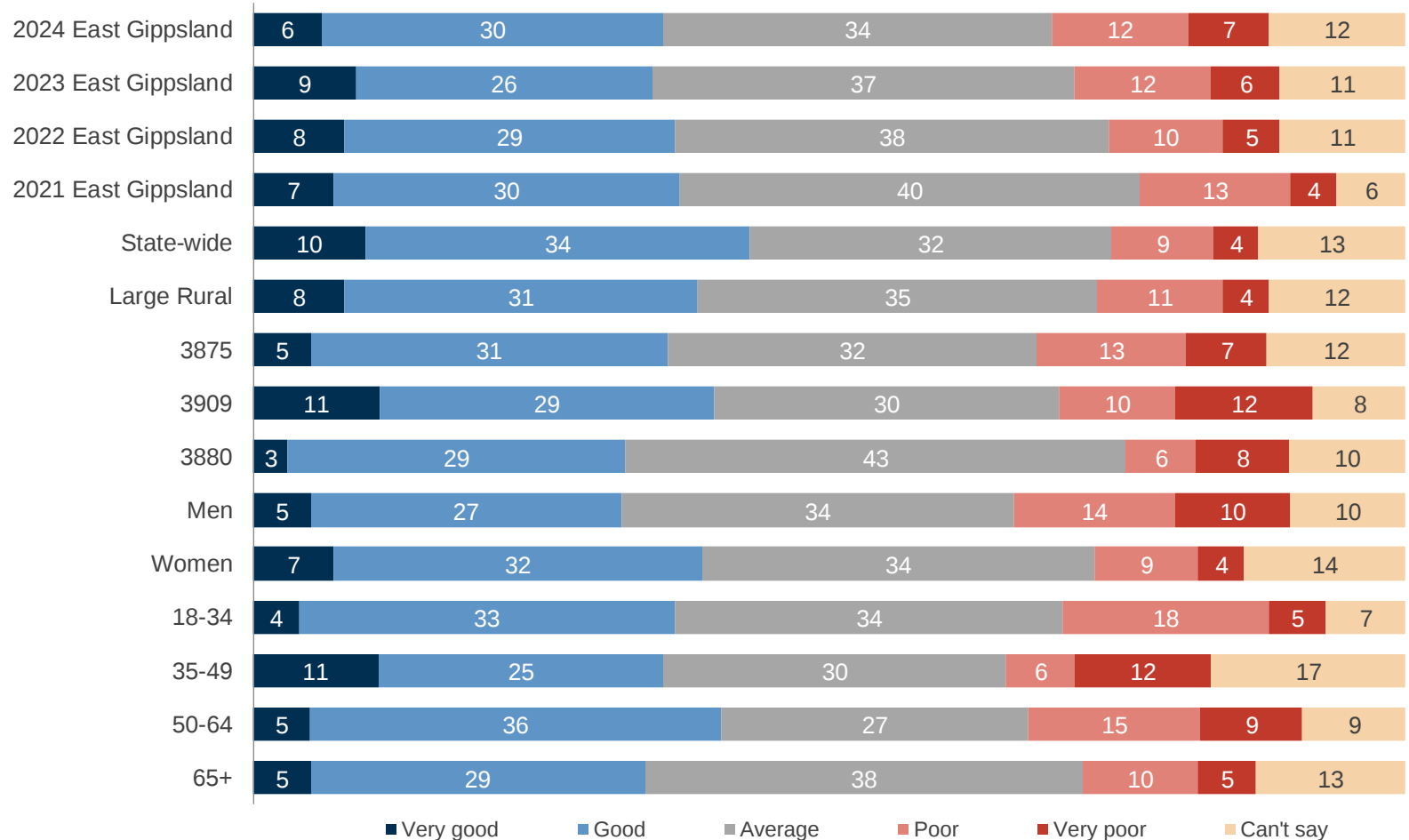
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2024 environmental sustainability performance (%)

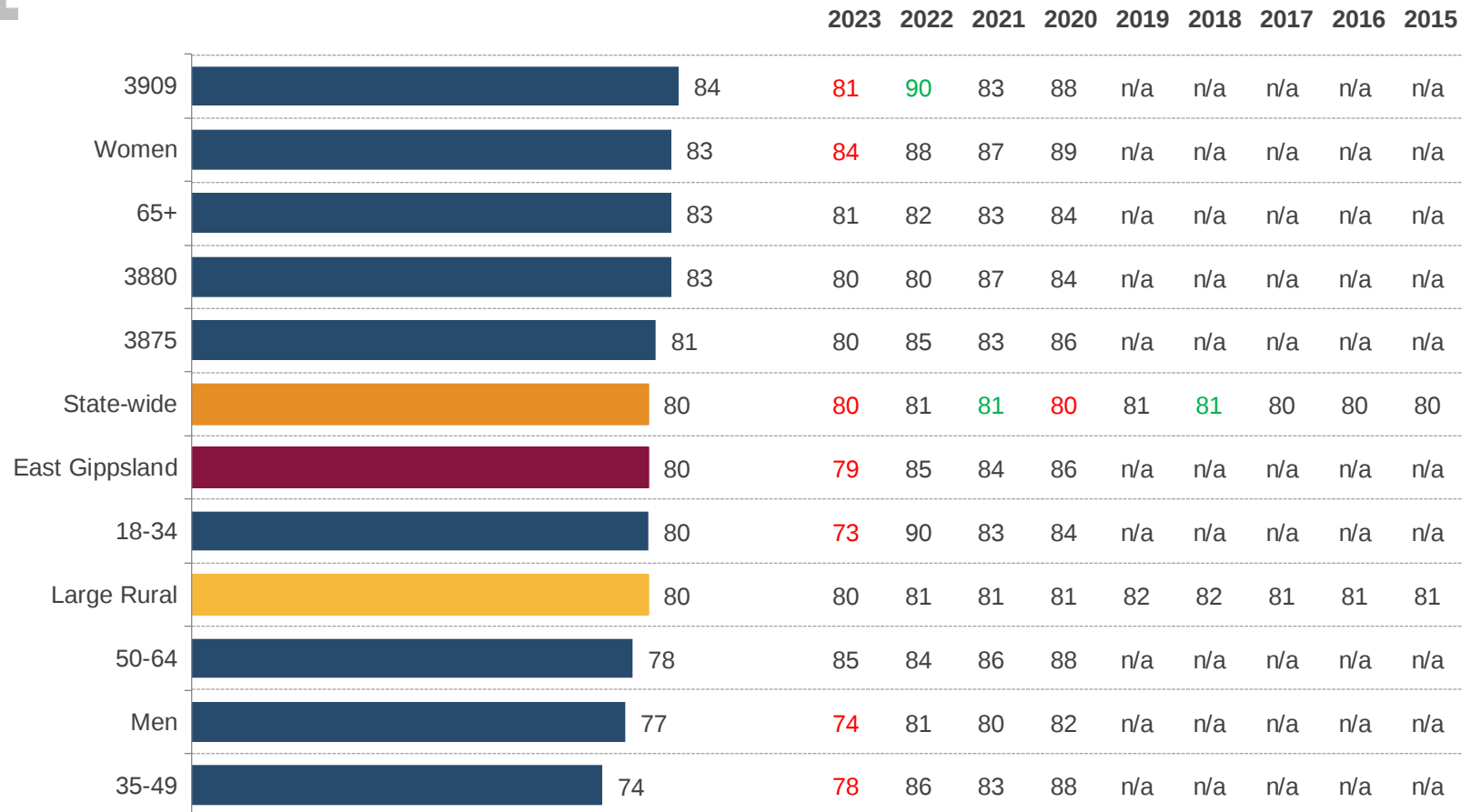




Emergency and disaster management importance



2024 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: 15 Councils asked group: 6

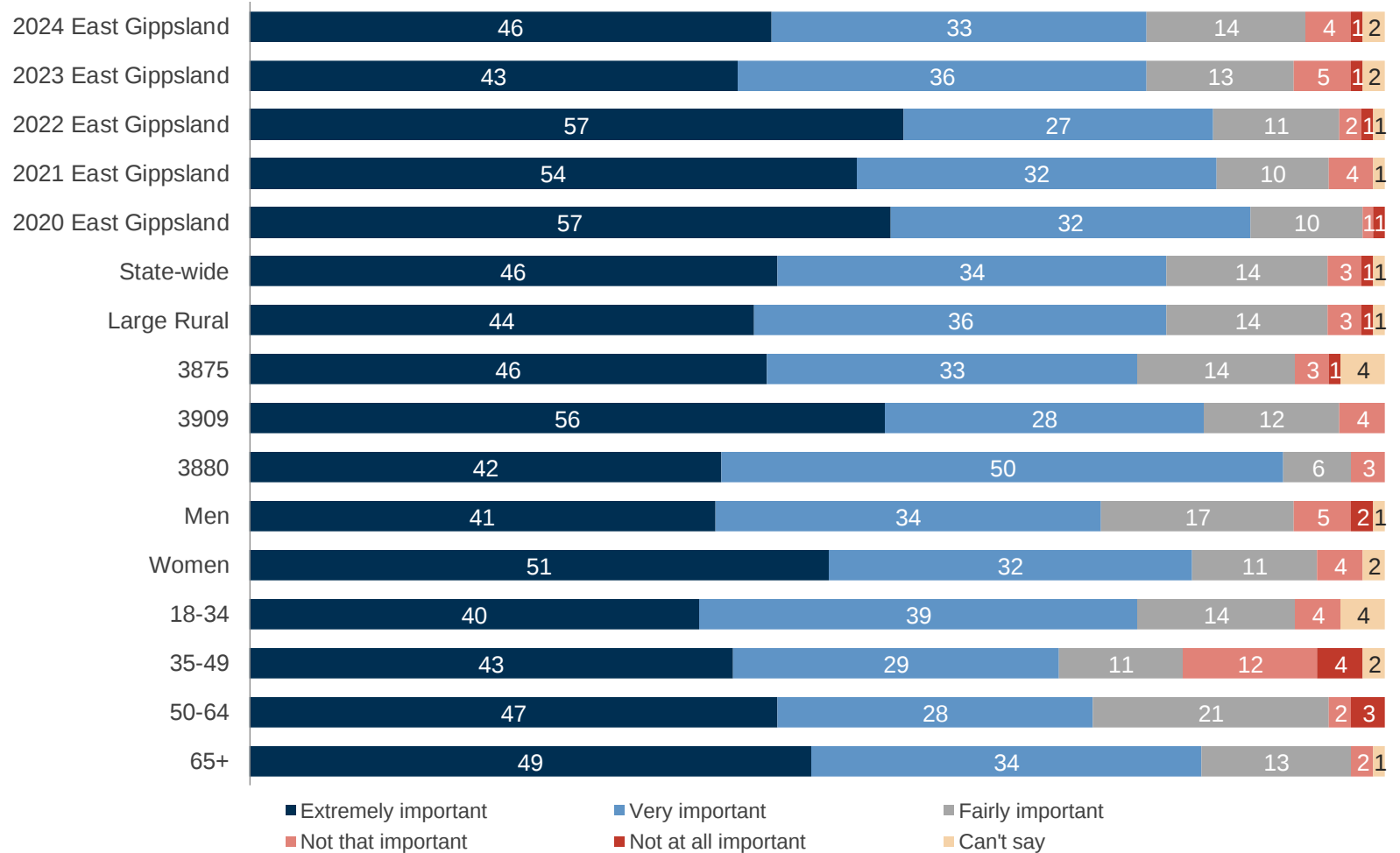
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2024 emergency and disaster management importance (%)





Emergency and disaster management performance



2024 emergency and disaster management performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
State-wide	65▲	65	66	71	68	72	71	70	69	70
Large Rural	65▲	64	66	71	69	72	71	70	70	71
35-49	65	58	67	67	68	n/a	n/a	n/a	n/a	n/a
3880	62	60	73	74	77	n/a	n/a	n/a	n/a	n/a
50-64	61	57	59	65	75	n/a	n/a	n/a	n/a	n/a
3909	61	64	58	67	75	n/a	n/a	n/a	n/a	n/a
Women	61	60	62	72	74	n/a	n/a	n/a	n/a	n/a
East Gippsland	60	60	62	69	73	n/a	n/a	n/a	n/a	n/a
3875	60	64	62	67	76	n/a	n/a	n/a	n/a	n/a
Men	60	60	62	65	72	n/a	n/a	n/a	n/a	n/a
65+	60	62	62	72	75	n/a	n/a	n/a	n/a	n/a
18-34	57	58	60	65	72	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 9

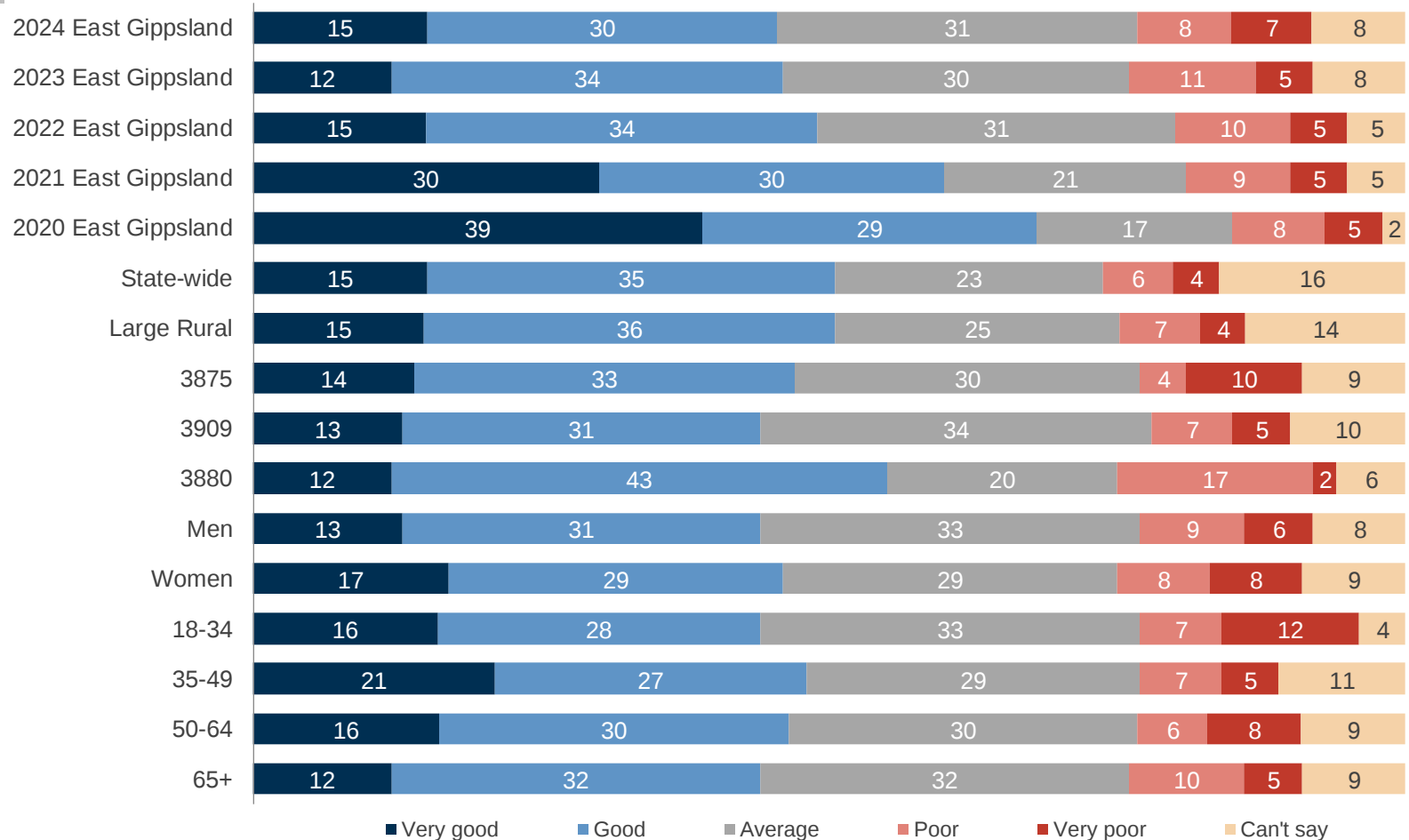
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2024 emergency and disaster management performance (%)





Roadside slashing and weed control importance



2024 roadside slashing and weed control importance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
Women	81	78	82	81	n/a	n/a	n/a	n/a	n/a	n/a
3909	80	80	83	77	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	84	80	80	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	79	79	79	78	74	73	74	73	73
65+	79	77	83	77	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	79	82	76	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	79	80	81	79	78	76	75	75	75	74
East Gippsland	79	78	81	78	n/a	n/a	n/a	n/a	n/a	n/a
3875	78	77	82	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	77	80	74	n/a	n/a	n/a	n/a	n/a	n/a
18-34	75	74	79	78	n/a	n/a	n/a	n/a	n/a	n/a
3880	74	76	82	75	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 7 Councils asked group: 4

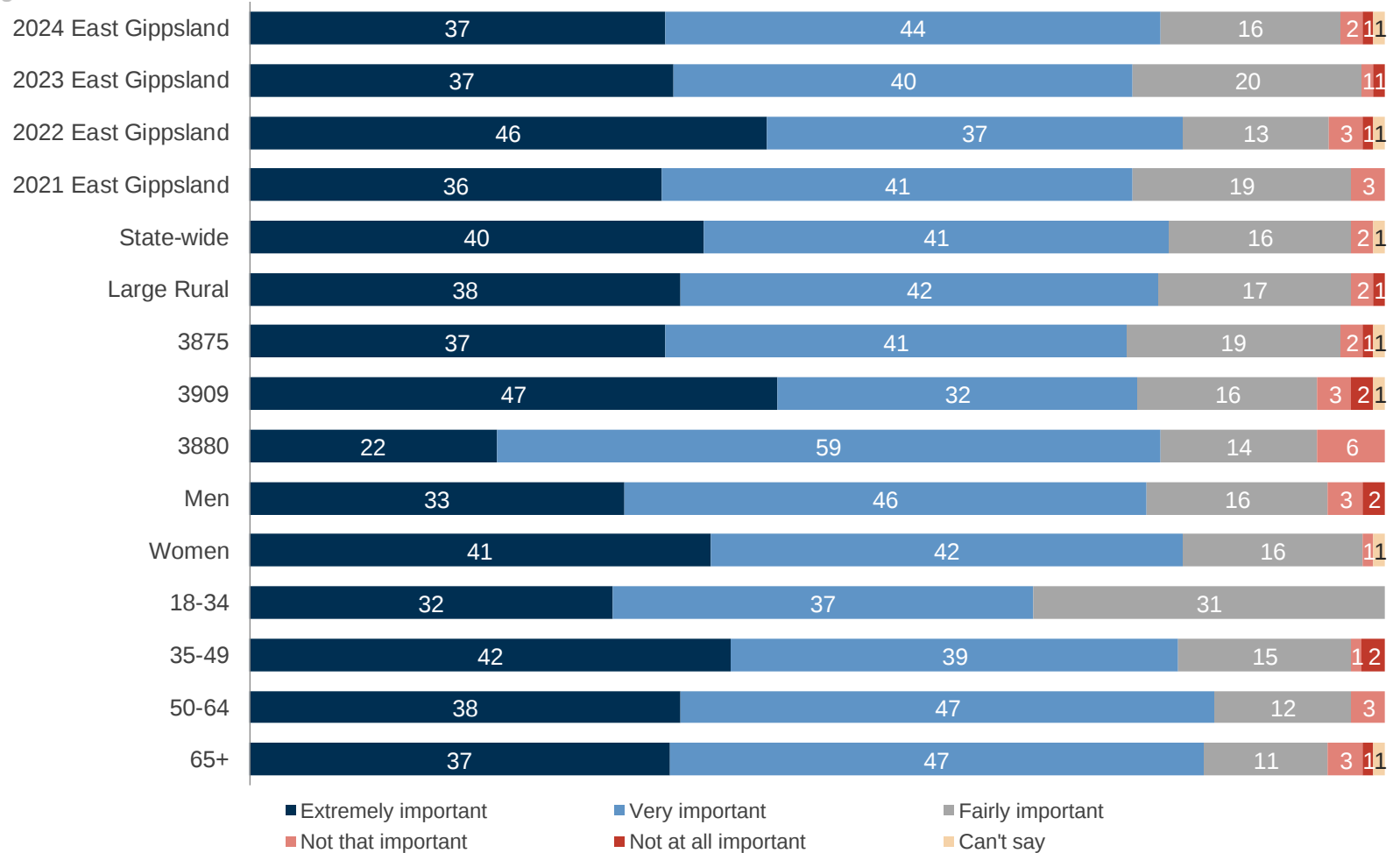
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2024 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (index scores)

		2023	2022	2021	2020	2019	2018	2017	2016	2015
3909	49	45	42	48	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	45▲	46	49	51	49	56	55	53	56	55
65+	44	44	38	53	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	43	43	44	51	48	52	51	50	54	53
3880	43	47	44	53	n/a	n/a	n/a	n/a	n/a	n/a
Women	43	41	33	50	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	41	43	36	50	n/a	n/a	n/a	n/a	n/a	n/a
50-64	40	40	33	45	n/a	n/a	n/a	n/a	n/a	n/a
Men	39	45	40	49	n/a	n/a	n/a	n/a	n/a	n/a
3875	39	43	32	49	n/a	n/a	n/a	n/a	n/a	n/a
18-34	38	43	33	47	n/a	n/a	n/a	n/a	n/a	n/a
35-49	35	40	39	51	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5

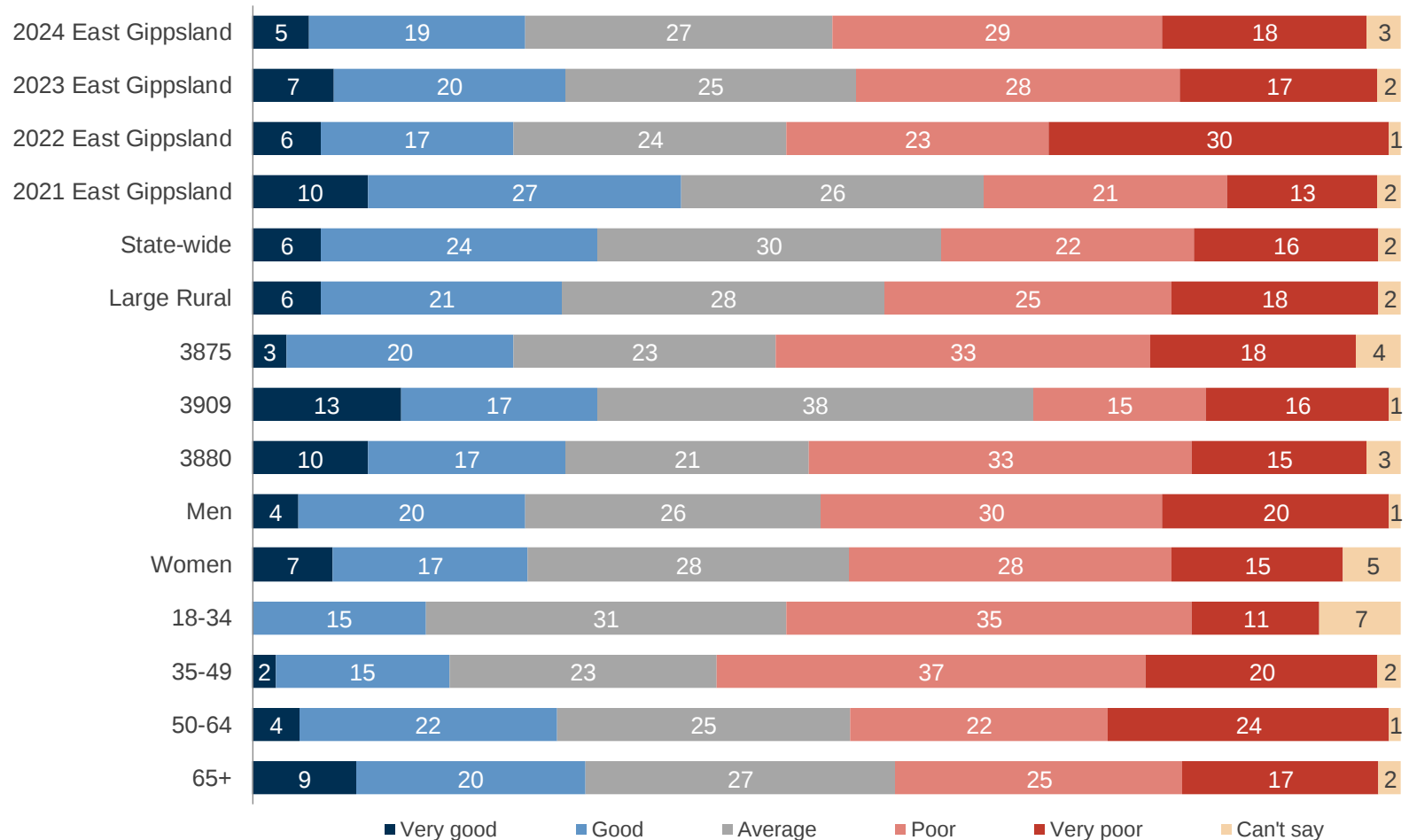
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2024 roadside slashing and weed control performance (%)



A large, stylized letter 'W' graphic that serves as a background element. It is filled with a dark, blue-tinted image of a crowd of people, possibly at a sporting event or public gathering. The 'W' is positioned on the right side of the page, with its leftmost vertical stroke extending towards the center.

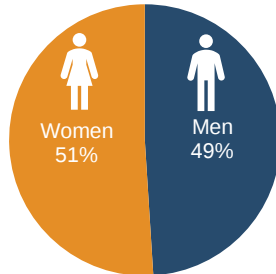
Detailed demographics



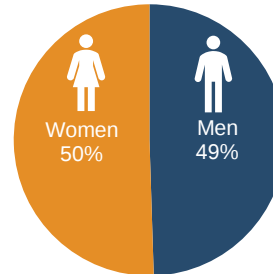
Gender and age profile

2024 gender

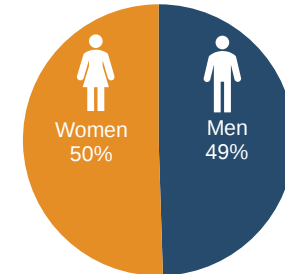
East Gippsland



Large Rural

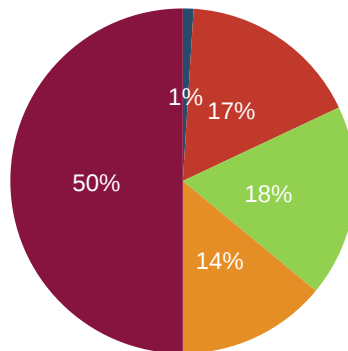


State-wide

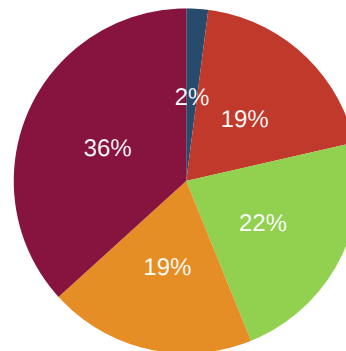


2024 age

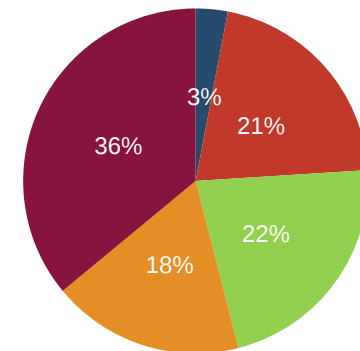
East Gippsland



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?

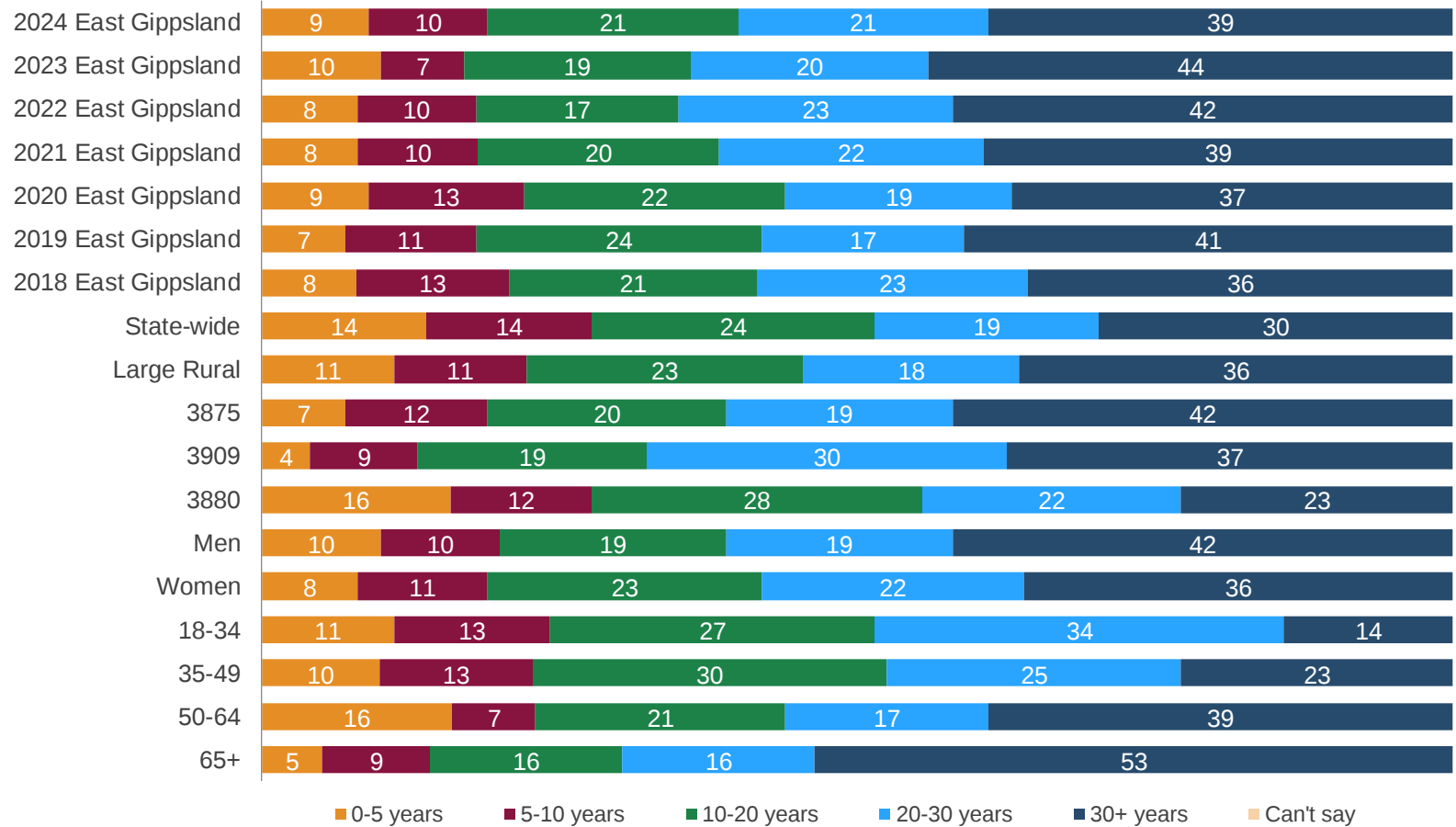
Base: All respondents. Councils asked State-wide: 62 Councils asked group: 18

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



Years lived in area

2024 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

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 East Gippsland Shire Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=401 interviews is +/-4.9% 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 40,000 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	401	400	+/-4.9
Men	193	195	+/-7.1
Women	208	205	+/-6.8
3875	148	155	+/-8.1
3909	63	62	+/-12.4
3880	35	31	+/-16.8
18-34 years	33	71	+/-17.3
35-49 years	62	72	+/-12.5
50-64 years	67	56	+/-12.1
65+ years	239	201	+/-6.3



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=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.

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=401 completed interviews were achieved in East Gippsland Shire Council. Survey fieldwork was conducted across four quarters from 1st June 2023 – 18th March 2024.



Appendix B: Analysis and reporting

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

Council Groups

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



Appendix B:

Core, optional and tailored questions

Core, optional and tailored questions

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

These core questions comprised:

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

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



Appendix B: Analysis and reporting

Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2024 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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



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