



2021 Local Government Community Satisfaction Survey

East Gippsland Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions 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-second 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 22 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 22 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. It has a glowing, network-like pattern of white lines and nodes within its strokes, resembling a map or a data network.

Key findings and recommendations



East Gippsland Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



East Gippsland 57



State-wide 61



Large Rural 58

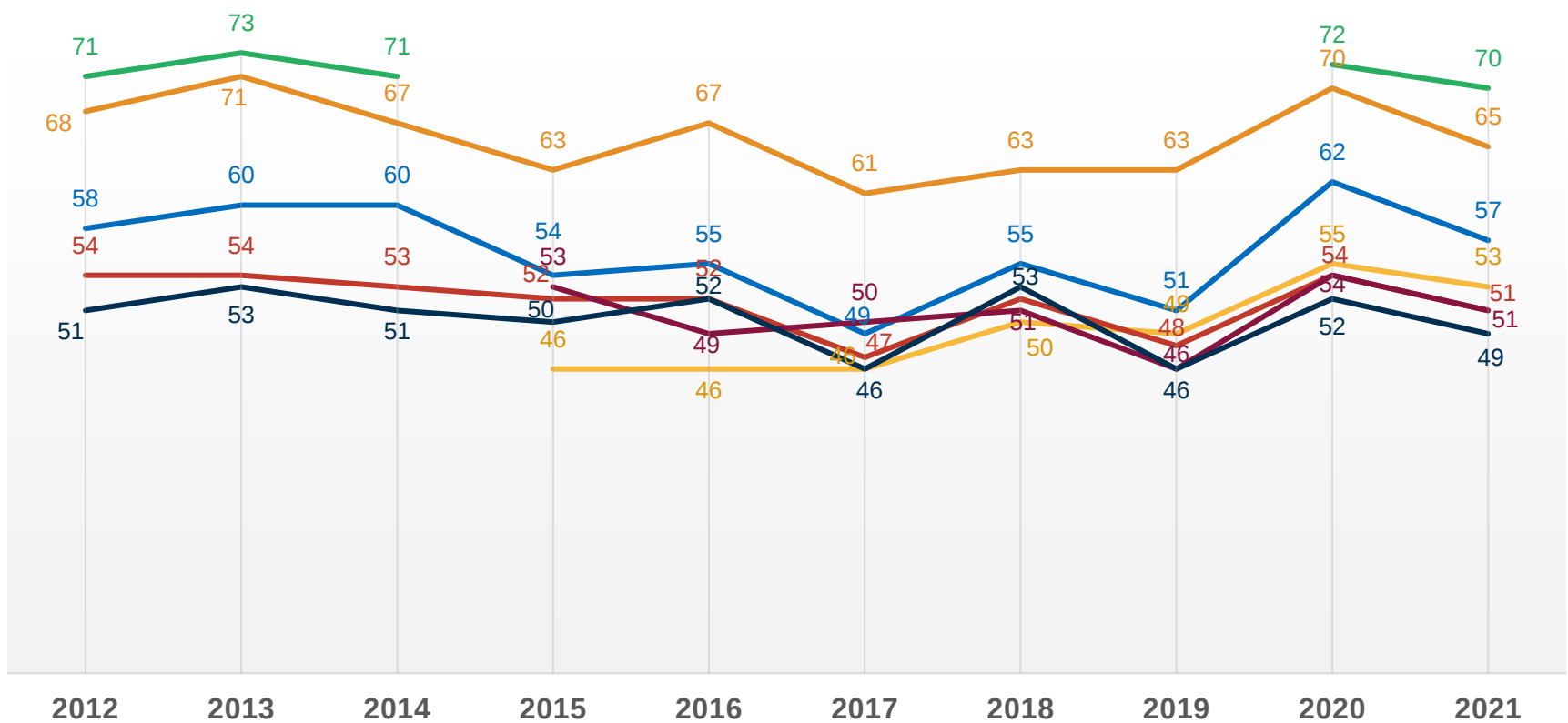
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	- Building & planning permits - Environmental sustainability - Informing the community
Compared to group average	- Waste management - Sealed local roads	- Building & planning permits - Environmental sustainability - Informing the community



Summary of core measures

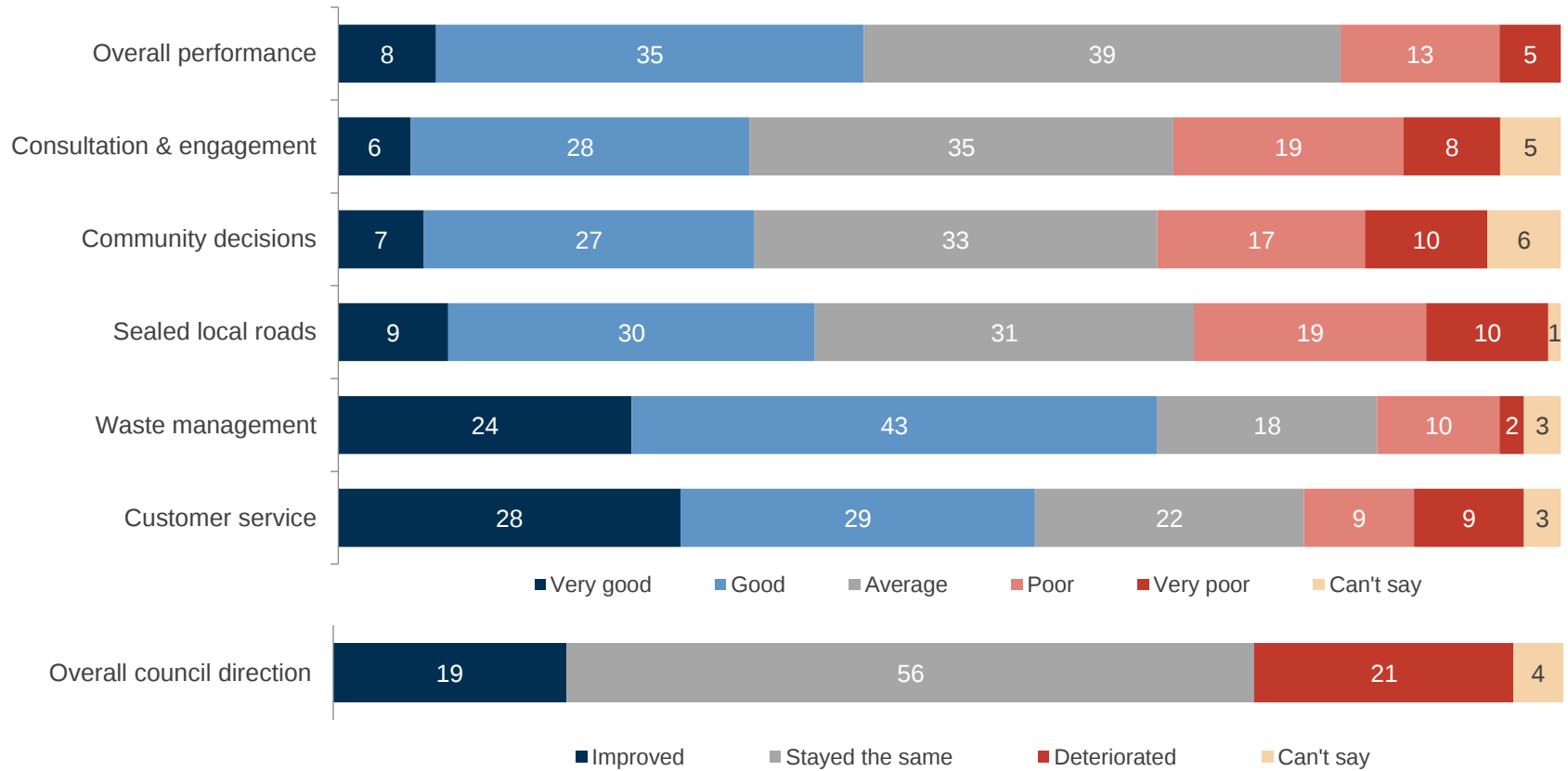
Index scores





Summary of core measures

Core measures summary results (%)





Summary of East Gippsland Shire Council performance

Services		East Gippsland 2021	East Gippsland 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Overall performance	57	62	58	61	3880 residents	Aged 35-49 years
	Value for money	49	-	50	54	Aged 65+ years	Aged 18-34 years
	Overall council direction	49	52	51	53	Aged 65+ years	3880 residents
	Customer service	65	70	68	70	Women	Men
	Art centres & libraries	72	75	73	73	Aged 65+ years	Aged 50-64 years
	Waste management	70	72	66	69	Aged 65+ years	Aged 18-34 years
	Appearance of public areas	69	74	70	73	3909 residents	Aged 35-49 years
	Emergency & disaster mngt	69	73	71	71	3880 residents	Aged 50-64 years, Men, Aged 18-34 years
	Recreational facilities	67	71	68	71	3875 residents	Aged 35-49 years
	Enforcement of local laws	61	64	64	64	Aged 35-49 years	3880 residents, Aged 50-64 years



Summary of East Gippsland Shire Council performance

Services		East Gippsland 2021	East Gippsland 2020	Large Rural 2021	State-wide 2021	Highest score	Lowest score
	Bus/community dev./tourism	57	-	59	61	Aged 65+ years	Aged 35-49 years
	Environmental sustainability	56	-	61	62	3880 residents, Aged 65+ years	Aged 35-49 years
	Informing the community	55	58	59	60	Aged 18-34 years	Aged 35-49 years
	Lobbying	54	56	54	55	3880 residents	Aged 35-49 years
	Sealed local roads	53	55	50	57	Aged 65+ years	Aged 18-34 years
	Community decisions	51	54	54	56	3880 residents	Aged 35-49 years
	Consultation & engagement	51	54	54	56	Aged 18-34 years	Aged 35-49 years
	Slashing & weed control	50	-	51	51	Aged 65+ years, 3880 residents	Aged 50-64 years
	Building & planning permits	42	-	48	51	3880 residents, Aged 64+ years	Aged 35-49 years



Focus areas for the next 12 months

Overview

Perceptions of Council performance on all service areas evaluated have declined (where there are comparisons) over the past year, and some significantly so. That said, Council has been able to maintain at least some of the gains it made in many service areas in 2020, particularly in core service areas. This is also the case for overall performance which, despite a significant decline over the past year, is rated higher this year than it was between 2015 and 2019.

Key influences on perceptions of overall performance

Council should focus on the service areas that most influence perceptions of overall performance and where it performs relatively less well: planning and building permits – which is Council's only service area that is poorly rated, community decisions, community consultation, sealed roads, and business and community development and tourism. Community decisions has the greatest influence on overall performance perceptions, so improving views here should be a key priority.

Comparison to state and area grouping

Most service areas are rated significantly lower than the State-wide Council average and several are rated significantly lower compared to the Large Rural group average. The exception to this is waste management and sealed local roads, where, positively, Council's performance is rated significantly higher than the Large Rural average.

Maintain and improve upon gains achieved to date

Council should look to continue to regain the improvements it made in 2020 over the course of the next year. Community views in most service areas have been more favourable in the past, so there is evidence that Council performance in most service areas can be improved. Particular attention should be paid to planning and building permits, which has a moderate influence on overall performance perceptions and is clearly Council's lowest rated service area.

DETAILED FINDINGS



Overall performance



Overall performance

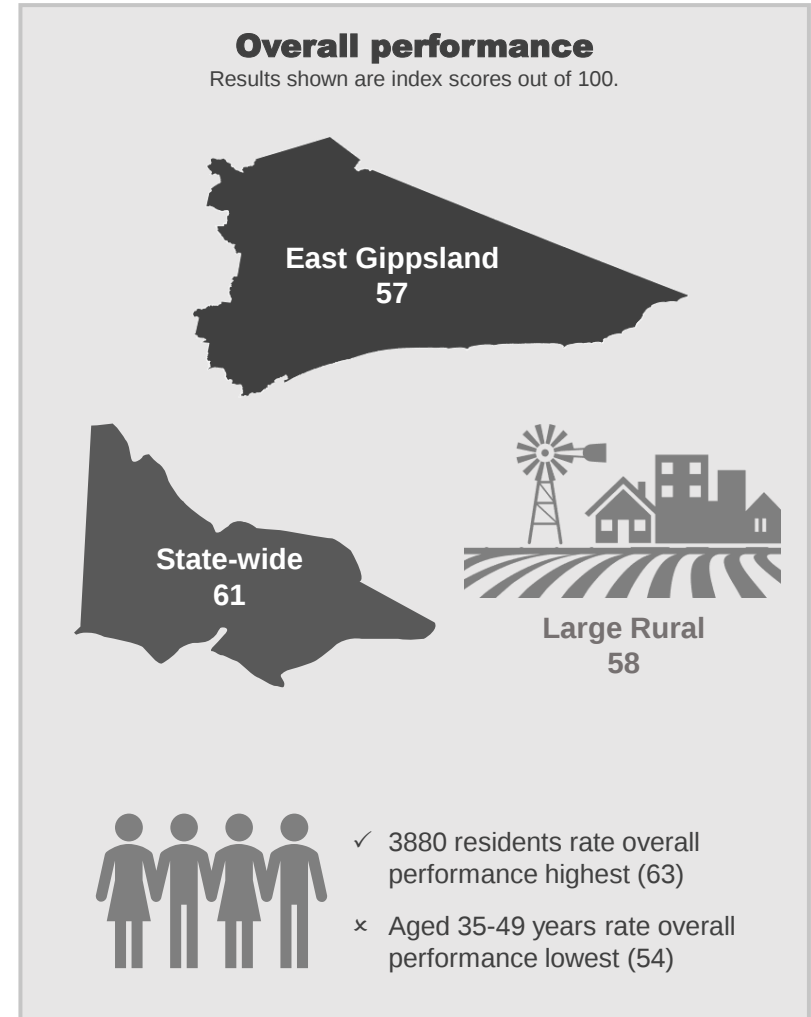
The overall performance index score of 57 for East Gippsland Shire Council represents a significant five-point decline on the 2020 result.

- While an index score of 57 is higher than other overall performance ratings in the past, it does signal that Council has been unable to maintain the significant gains it made in 2020.

East Gippsland Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils State-wide, but it is rated in line with the Large Rural group average (61 and 58 respectively).

- Overall perceptions declined among all cohorts in the past year, though declines among older residents and women were statistically significant.
- Residents in postcode 3880 area are the most satisfied Council cohort (index score of 63), while 35 to 49 year olds are least satisfied (index score of 54)

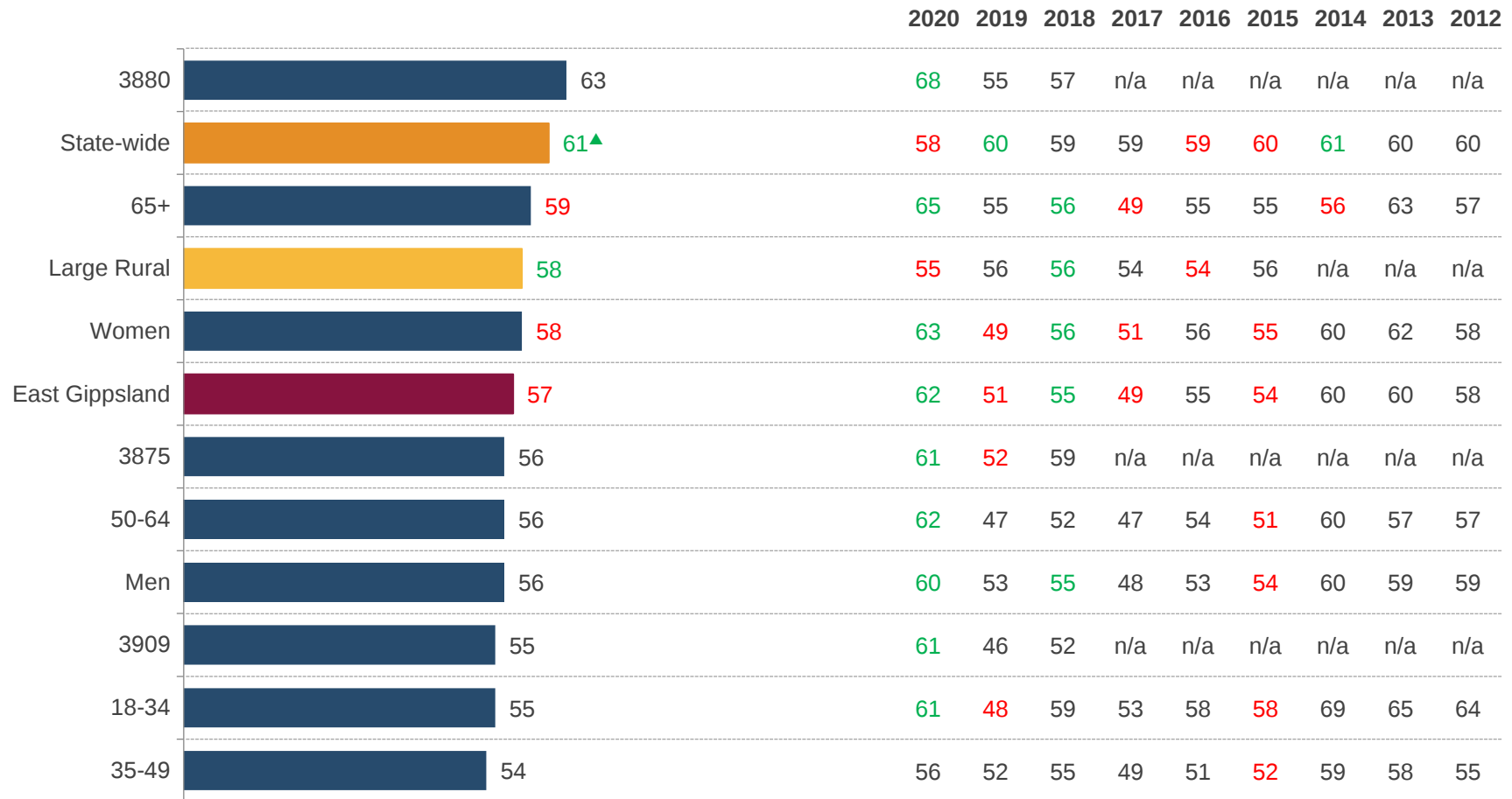
Just under a third of residents (31%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', while just over a quarter rate it as 'very poor' or 'poor' (27%). A further 38% rate Council as 'average' in terms of providing value for money.





Overall performance

2021 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?

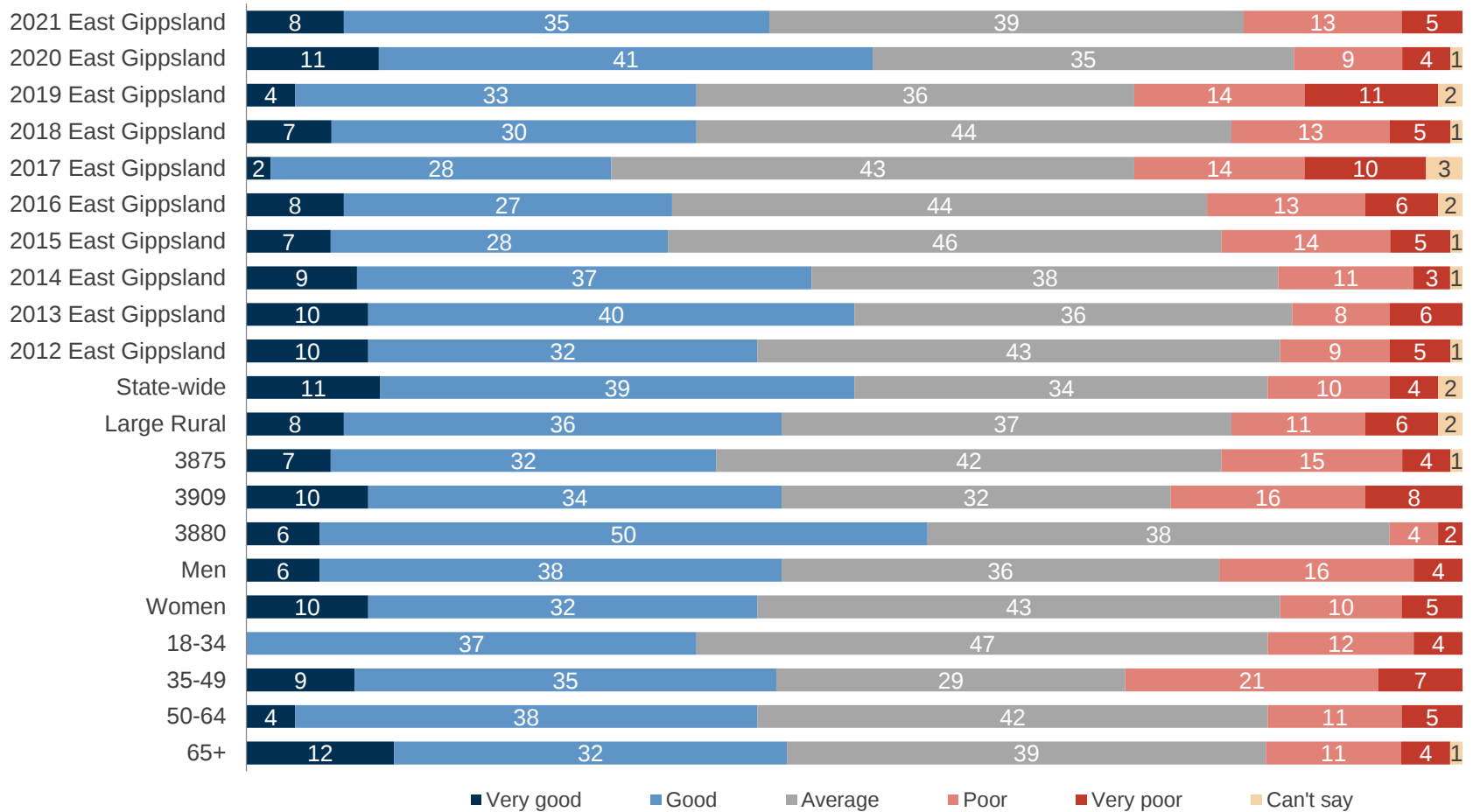
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall performance

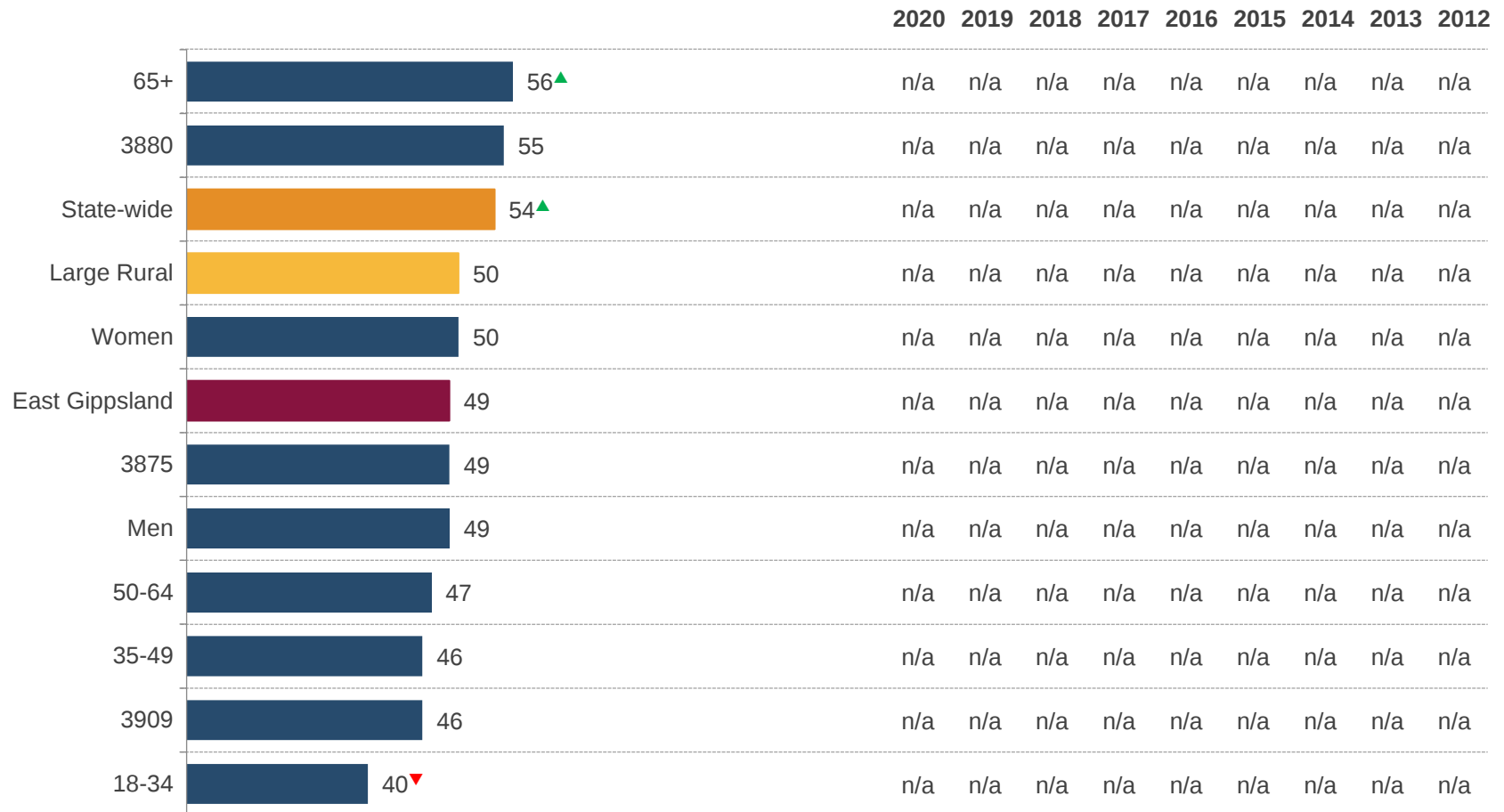
2021 overall performance (%)





Value for money in services and infrastructure

2021 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?

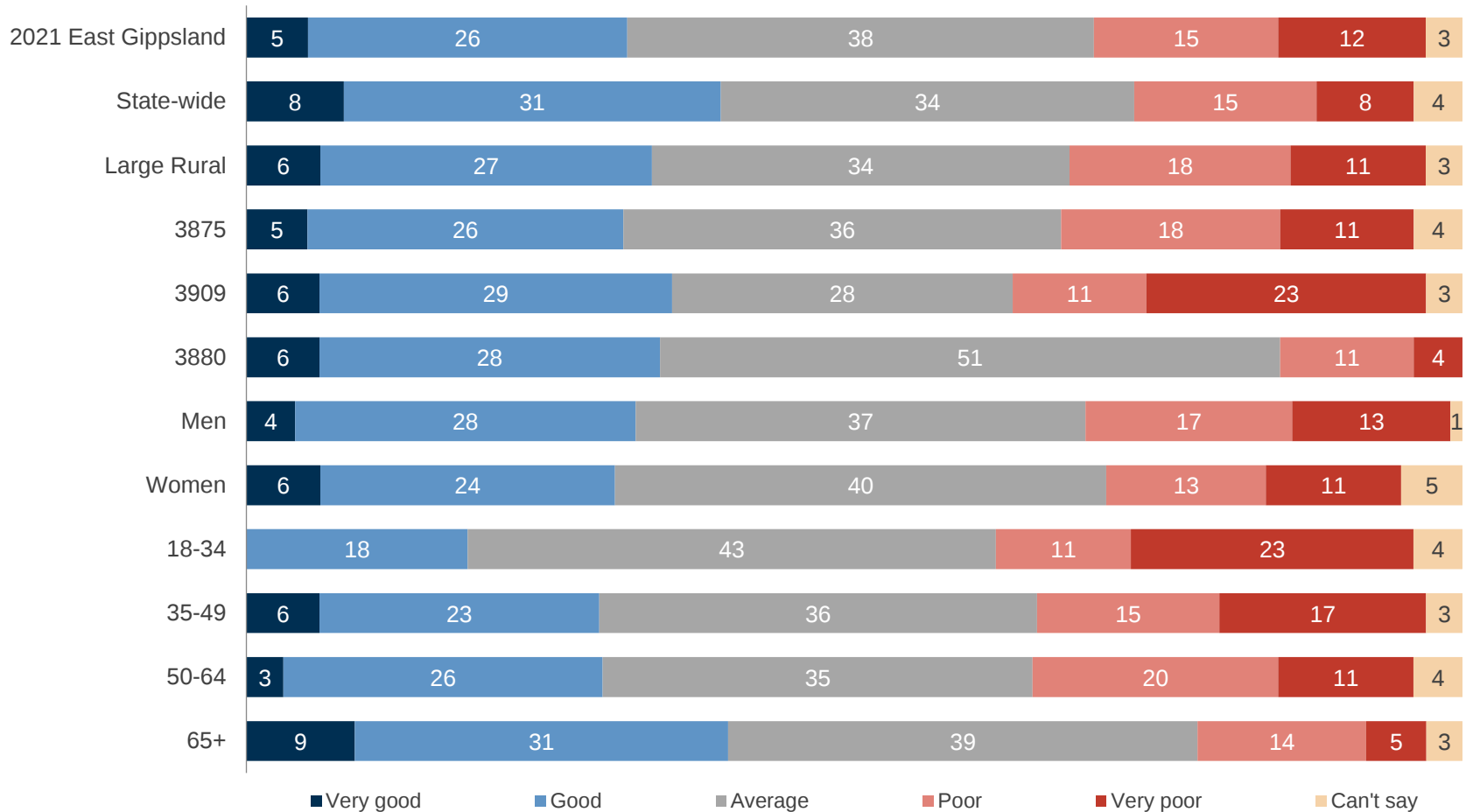
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Value for money in services and infrastructure

2021 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: 66 Councils asked group: 19



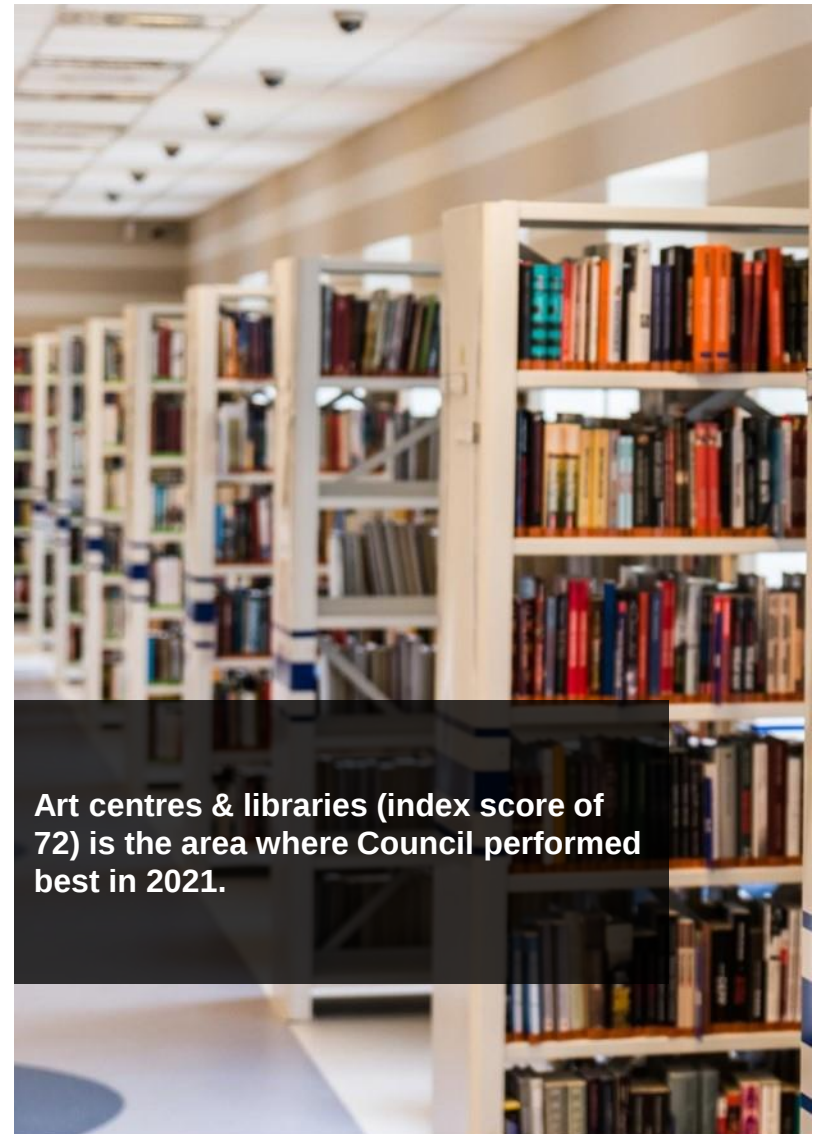
Top performing service areas

Despite a significant three-point decline over the past year, art centres & libraries (index score of 72) is the area where Council performed best in 2021.

- Council performs in line with the Large Rural and State-wide group average in this service area.
- Importantly, perceptions are more positive among those who place a higher level of importance on this service area (65 years and over – performance index of 76; women – performance index of 75), meaning Council is providing a good service to those who value it most.

Waste management is Council's next highest rated service area (index score of 70).

- Council is rated significantly higher than the Large Rural group average on waste management, and in line with the State-wide average in this service area.
- It is also deemed one of the most important service areas (importance index of 81).
- Older residents are the most complimentary of Council's waste management performance (index score of 75), rating it significantly higher compared to the Council average. Conversely, younger residents are the least satisfied (index score of 61) and rate performance significantly lower.



Art centres & libraries (index score of 72) is the area where Council performed best in 2021.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of building and planning permits (index score of 42).

Council rates lowest – relative to its performance in other areas – in the areas of building and planning permits (index score of 42).

- Performance here is rated significantly lower than State-wide and Large Rural group averages (51 and 48 respectively).
- It also exhibits one of the largest disparities between perceived performance and importance – a net differential of 30 points, only headed by community decisions (a net differential of 32 points).
- Town planning/ permits/ red tape is one of the most commonly cited areas for improvement (11%).
- Further, Council's building and planning permits performance has a moderate influence on the overall performance rating, and so effort should be made to improve perceptions of performance in this area.

While performance in most service areas declined, significant declines were observed among some of the top performing areas: art centres and libraries (index score 72, down three points), along with the appearance of public areas (69, down five) and recreational facilities (67, down four).



Individual service area performance

2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	72	75	n/a	n/a	n/a	74	n/a	73	68	70
Waste management	70	72	n/a	n/a	n/a	n/a	n/a	71	73	71
Appearance of public areas	69	74	n/a	n/a	n/a	n/a	n/a	72	70	71
Emergency & disaster mngt	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	67	71	n/a	n/a	n/a	n/a	n/a	69	65	67
Enforcement of local laws	61	64	n/a	n/a	n/a	n/a	n/a	62	62	63
Bus/community dev./tourism	57	n/a	n/a	n/a	n/a	59	n/a	63	61	62
Environmental sustainability	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	55	58	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
Lobbying	54	56	46	50	49	50	51	54	54	53
Sealed local roads	53	55	49	50	46	46	46	n/a	n/a	n/a
Community decisions	51	54	46	51	50	49	53	n/a	n/a	n/a
Consultation & engagement	51	54	48	52	47	52	52	53	54	54
Slashing & weed control	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	42	n/a	n/a	n/a	n/a	46	n/a	n/a	n/a	n/a

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

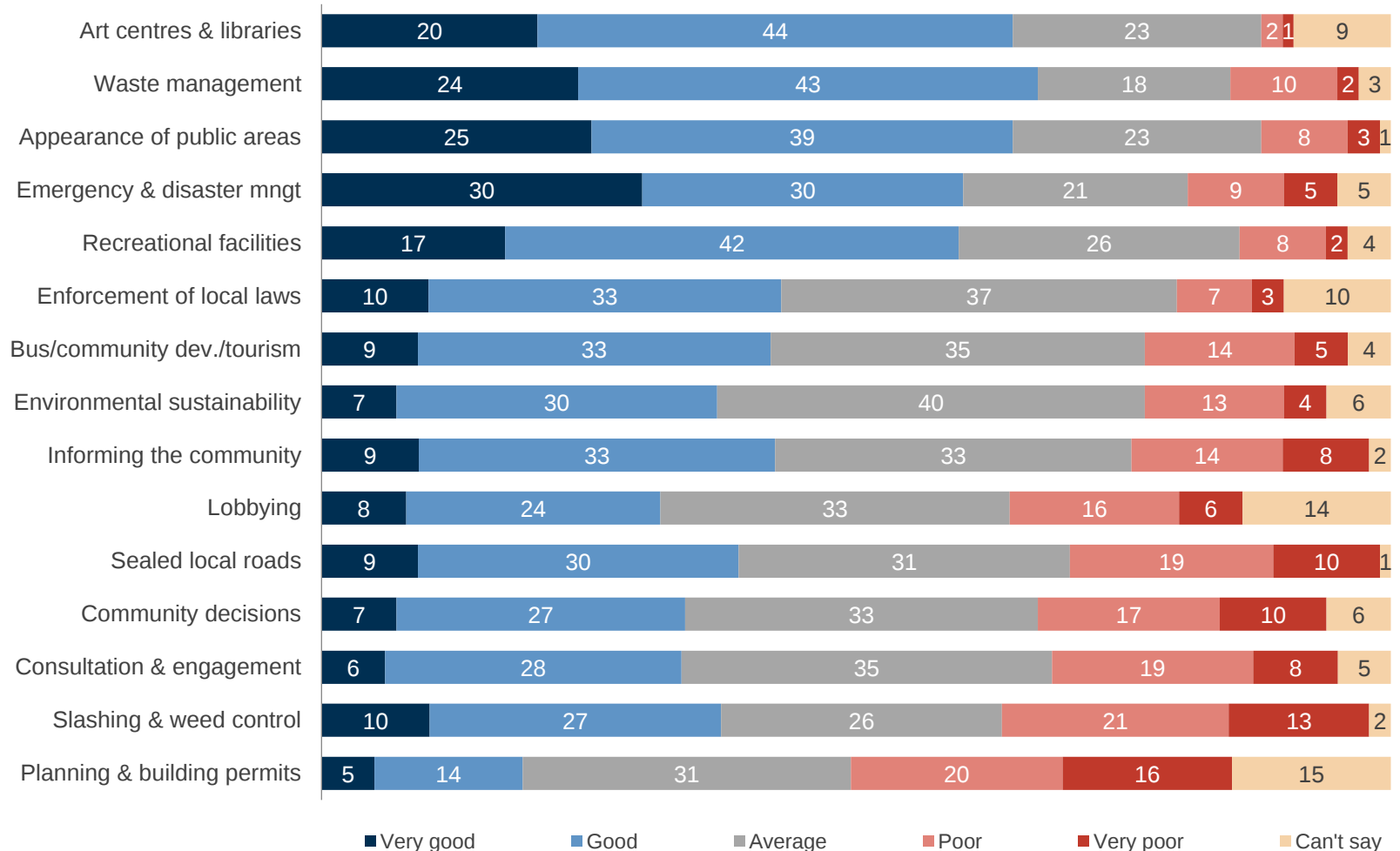
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Individual service area performance

2021 individual service area performance (%)





Individual service area importance

2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	84	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	81	82	n/a	n/a	n/a	n/a	n/a	n/a	77	77
Informing the community	81	80	n/a	n/a	n/a	77	n/a	n/a	n/a	n/a
Sealed local roads	80	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	78	79	n/a	n/a	n/a	n/a	n/a	n/a	76	77
Bus/community dev./tourism	78	n/a	n/a	n/a	n/a	74	n/a	n/a	74	75
Slashing & weed control	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	77	77	n/a	n/a	n/a	n/a	n/a	n/a	72	73
Recreational facilities	74	77	n/a	n/a	n/a	n/a	n/a	n/a	73	71
Planning & building permits	72	n/a	n/a	n/a	n/a	69	n/a	n/a	n/a	n/a
Environmental sustainability	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Lobbying	71	71	n/a	n/a	n/a	n/a	n/a	n/a	71	71
Enforcement of local laws	67	70	n/a	n/a	n/a	n/a	n/a	n/a	74	72
Art centres & libraries	66	67	n/a	n/a	n/a	66	n/a	n/a	64	65

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

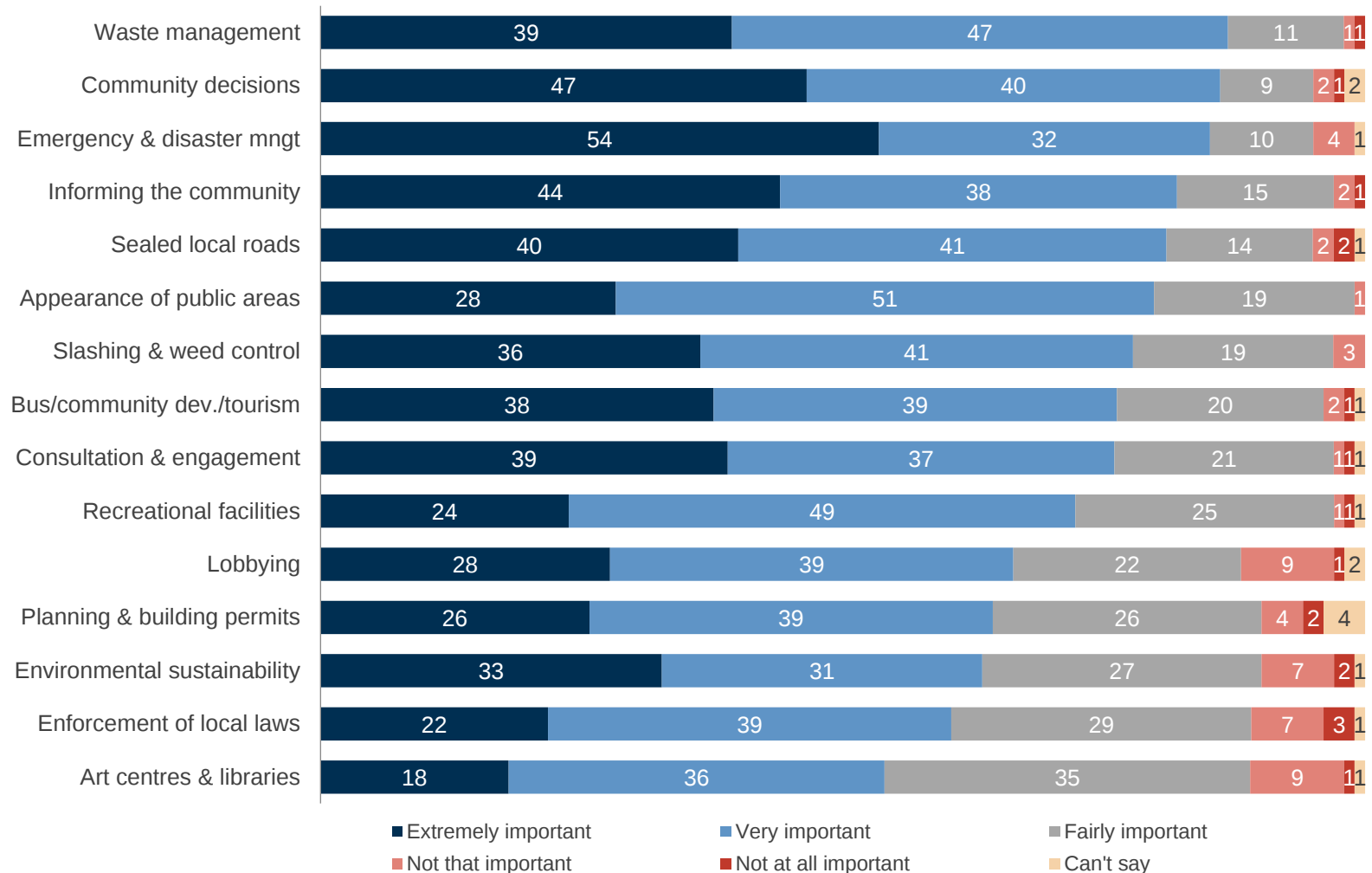
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 9

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



Individual service area importance

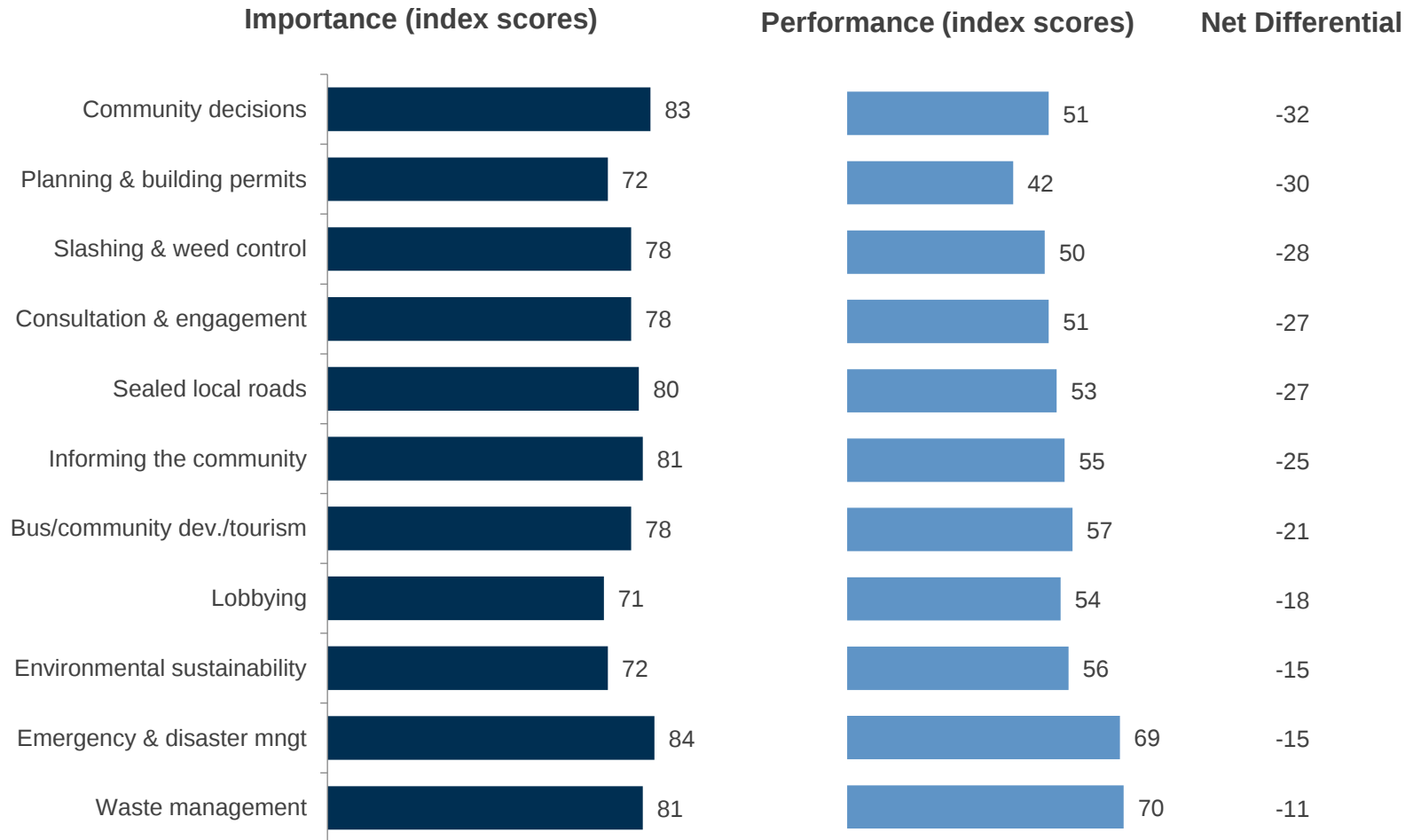
2021 individual service area importance (%)





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.

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

- Emergency management
- Community consultation and engagement
- The appearance of public areas
- Condition of sealed local roads
- Business, community development and tourism
- Planning and building permits.

Looking at these key service areas only, emergency management and the appearance of public areas have a high performance index (69 for each) and 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.

Other service areas that have a positive influence on overall perceptions but perform less well are community consultation, the condition of sealed local roads and business, community development and tourism (performance index of 51, 53 and 57 respectively).

A focus on consulting with residents, particularly in relation to business, community development and tourism, and attending to the condition of local roads can also help improve overall ratings of Council.

However, most in need of attention is planning and building permits, which is poorly rated (performance index of 42) and a moderate influence on overall community opinion.

It will be important to attend to resident concerns about Council's approach to planning and building permits to help improve overall community opinion.



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.

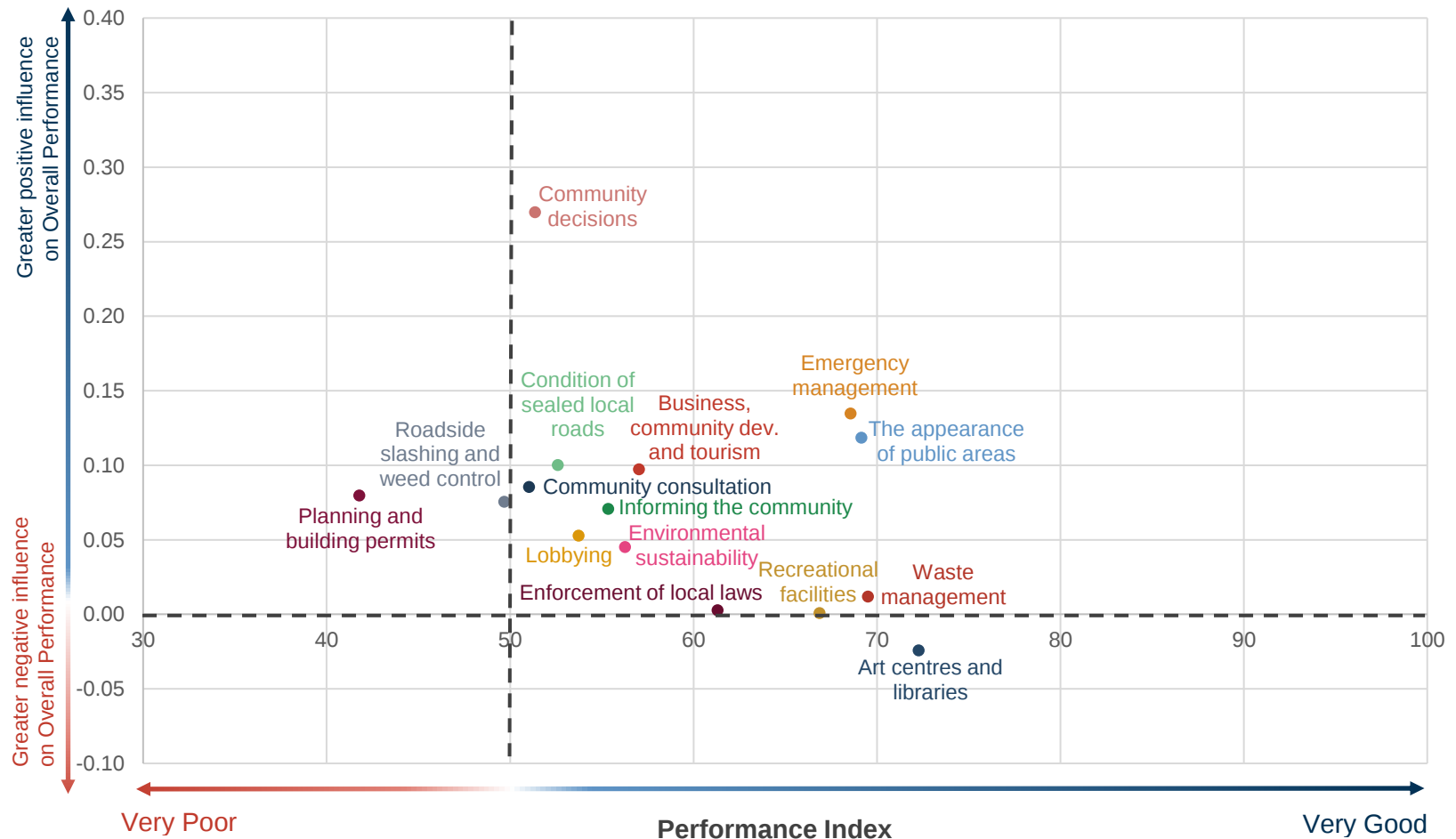
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2021 regression analysis (all service areas)

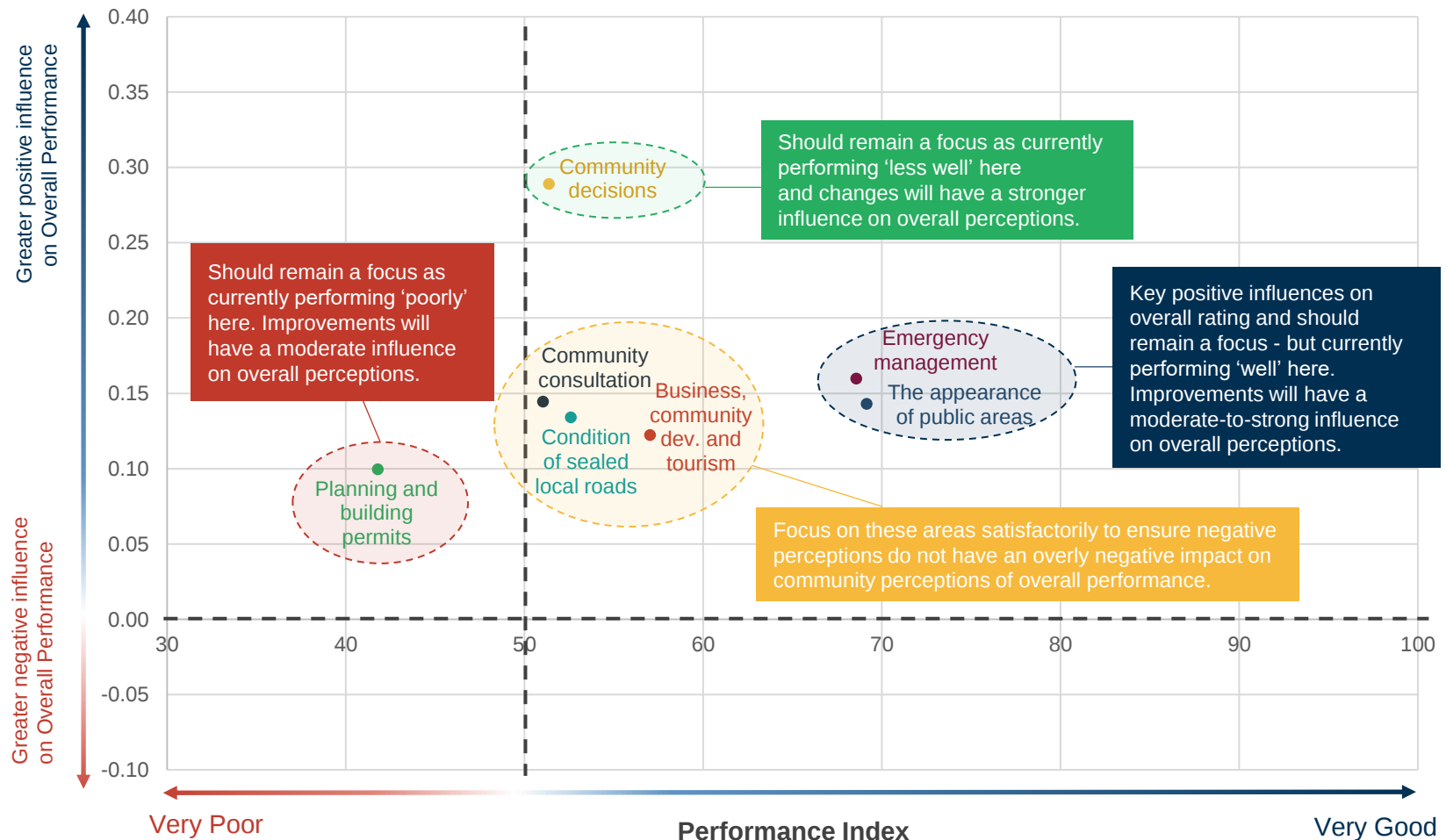


The multiple regression analysis model above (all service areas) has an R^2 value of 0.584 and adjusted R^2 value of 0.567, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 35.87$. 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

2021 regression analysis (key service areas)

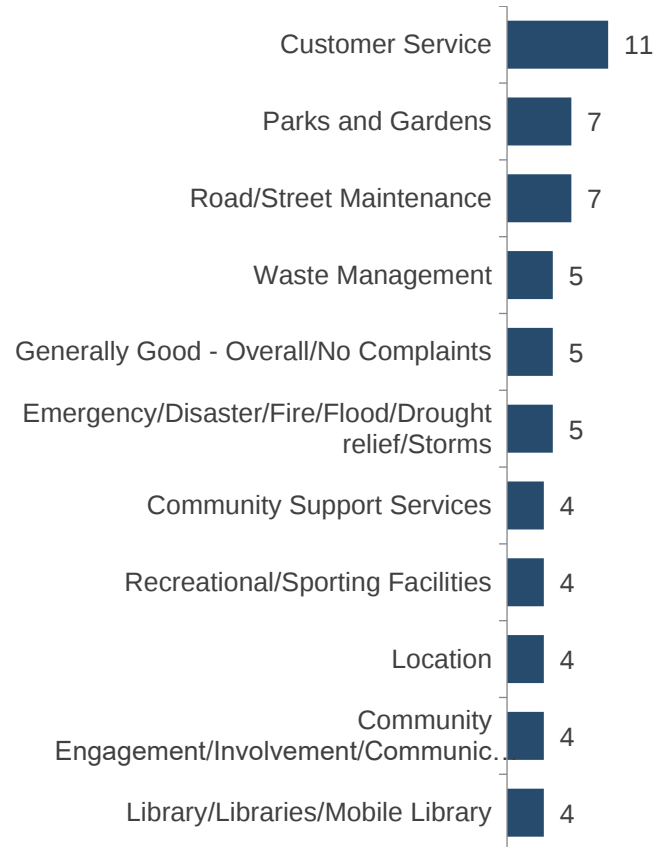


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.573 and adjusted R^2 value of 0.566, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 75.20$.

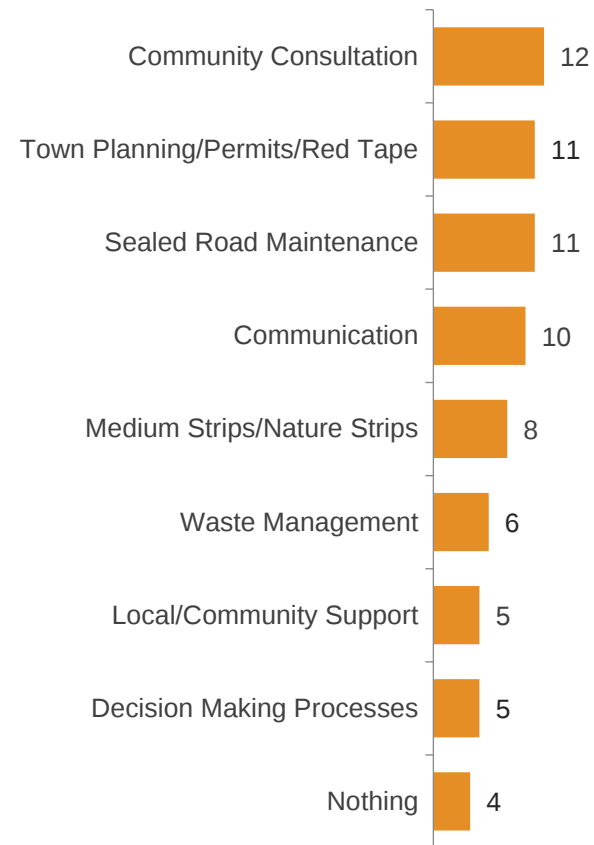


Best things about Council and areas for improvement

2021 best things about Council (%)
- Top mentions only -



2021 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: 28 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: 45 Councils asked group: 12

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 Council residents (63%) have had contact with Council in the last 12 months. Rate of contact is down five percentage points from last year.

Telephone (41%) remains the main method of contacting Council despite a three percentage point drop, followed by in person contact (29%), which is down five points from 2020. This is likely a result of various restrictions on movements during lockdowns. Email contact remains popular too, at 23%.



Among those who have had contact with Council, over half (57%) provide a positive customer service rating of 'very good' or 'good', including 28% who rate Council's customer service as 'very good'.

Customer service

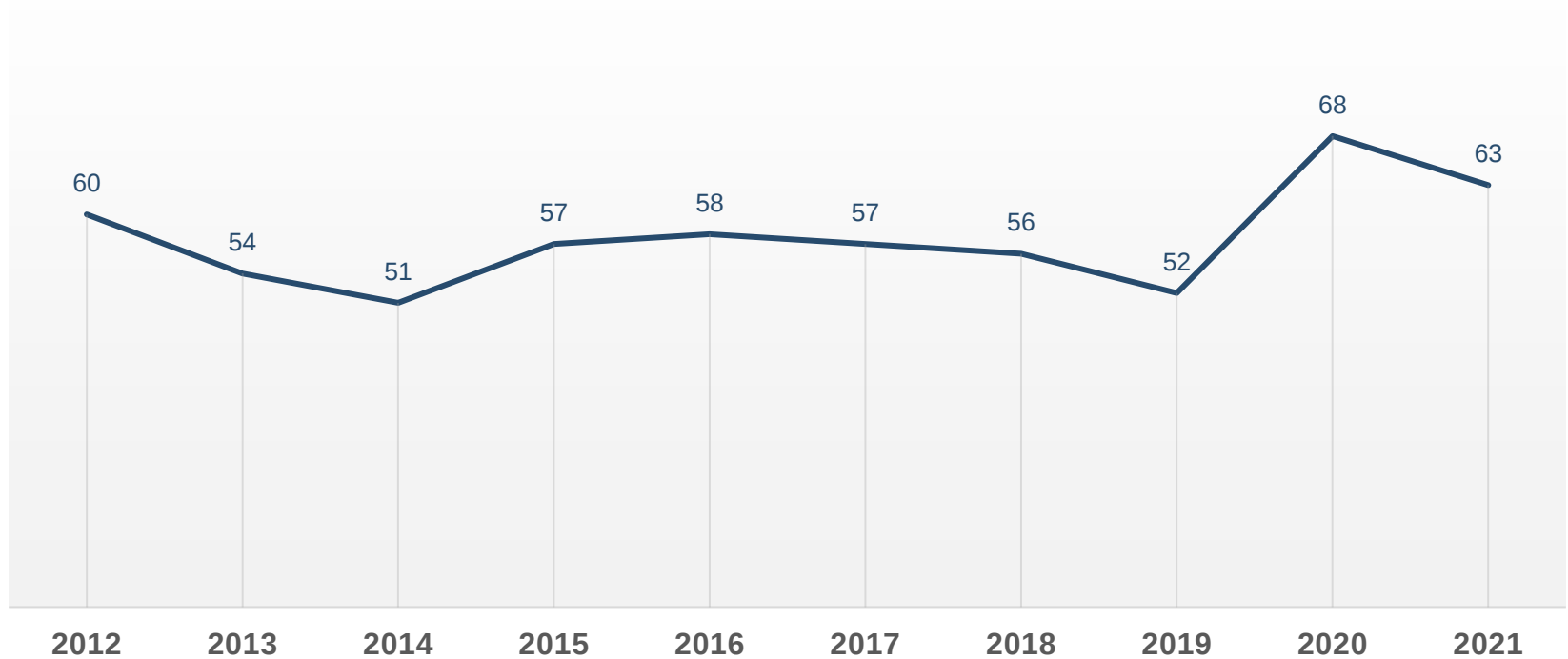
Council's customer service index of 65 represents a significant five-point decline from 2020. However, Council has at least been able to maintain some of the seven-point gain it made between 2019 to 2020.

- Customer service is rated in line with the Large Rural group average (index scores of 68) and significantly lower than the State-wide average (70).
- Perceptions of customer service are most positive among women (index score of 71), while in contrast, men are the most critical (59).
- Positively, customer service ratings are more positive among residents who utilised the most common methods of communication with Council, in person (index score of 71) and telephone (67).



Contact with council

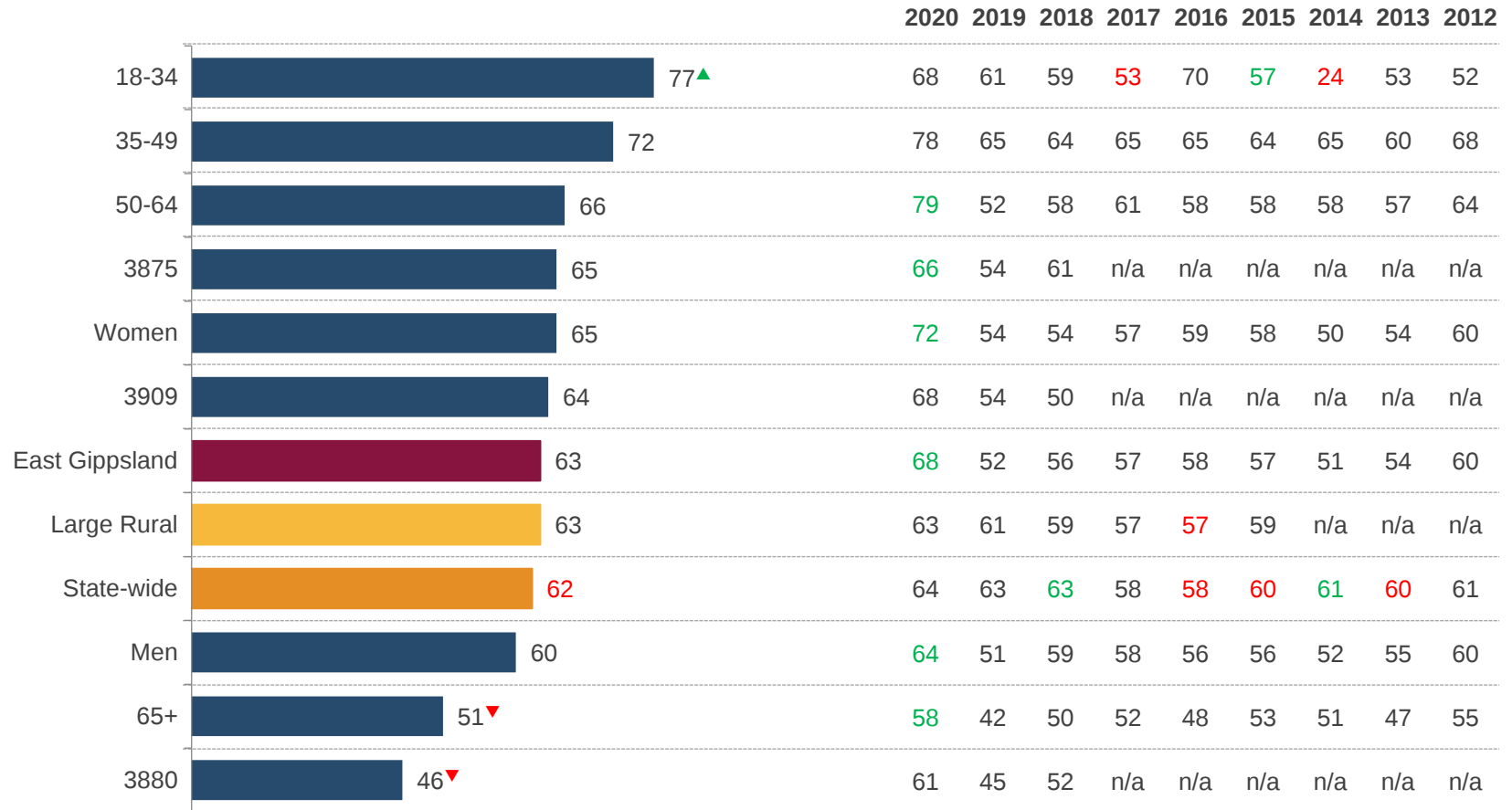
2021 contact with council (%)
Have had contact





Contact with council

2021 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: 27 Councils asked group: 9

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



Customer service rating

2021 customer service rating (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	71	74	66	63	62	70	65	66	70	70
State-wide	70▲	70	71	70	69	69	70	72	71	71
50-64	70	74	57	66	58	64	67	66	71	66
Large Rural	68	68	69	67	66	67	67	n/a	n/a	n/a
18-34	67	71	53	58	75	73	68	69	74	68
East Gippsland	65	70	63	63	61	67	63	67	71	68
3909	65	70	60	57	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	70	69	64	59	65	62	66	63	67
3875	64	66	65	64	n/a	n/a	n/a	n/a	n/a	n/a
35-49	60	65	72	63	58	66	55	70	75	70
Men	59	65	61	63	60	63	61	69	71	65
3880	56*	76	62	60	n/a	n/a	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: 19

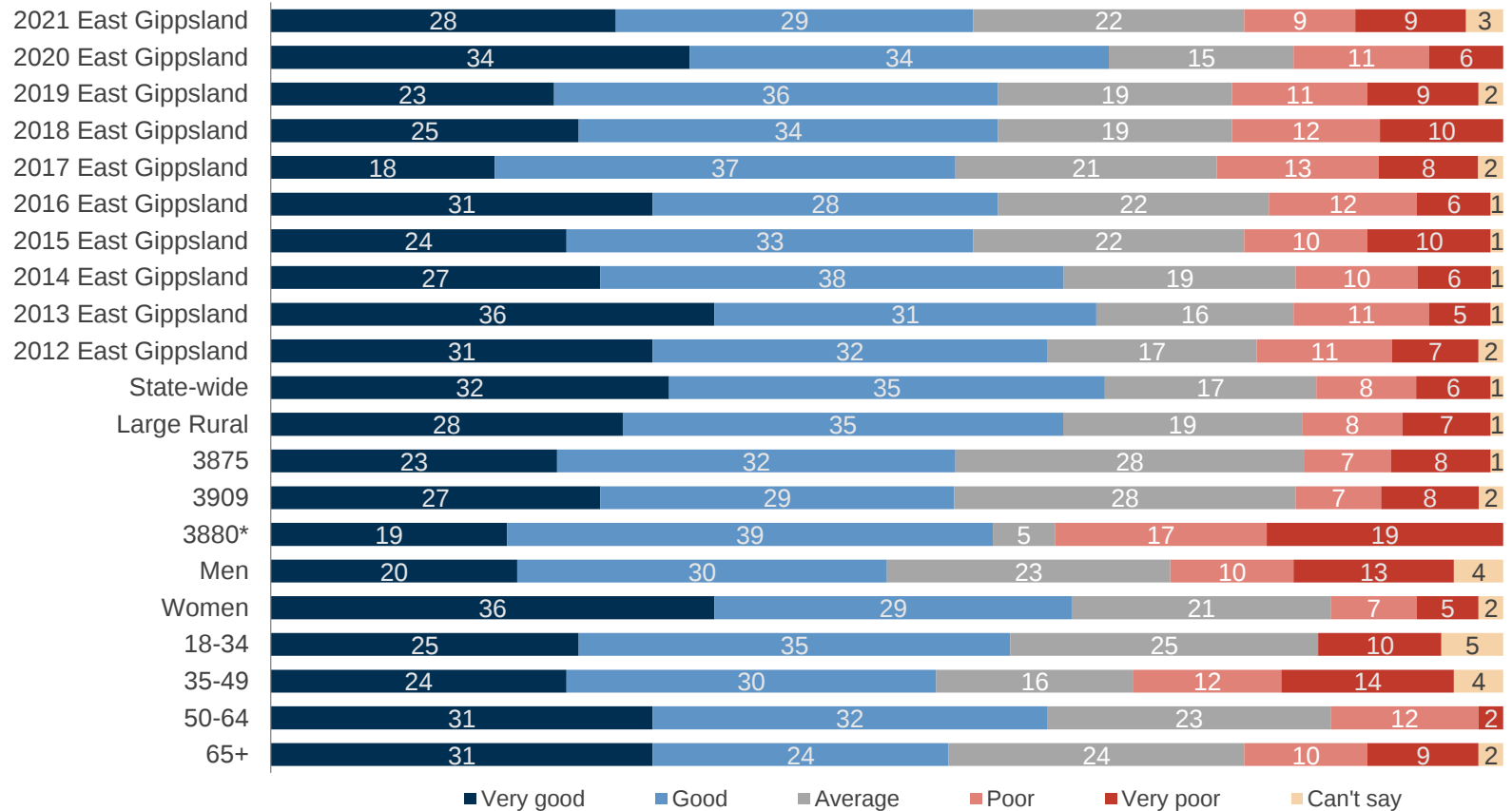
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2021 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: 19

*Caution: small sample size < n=30



Method of contact with council

2021 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



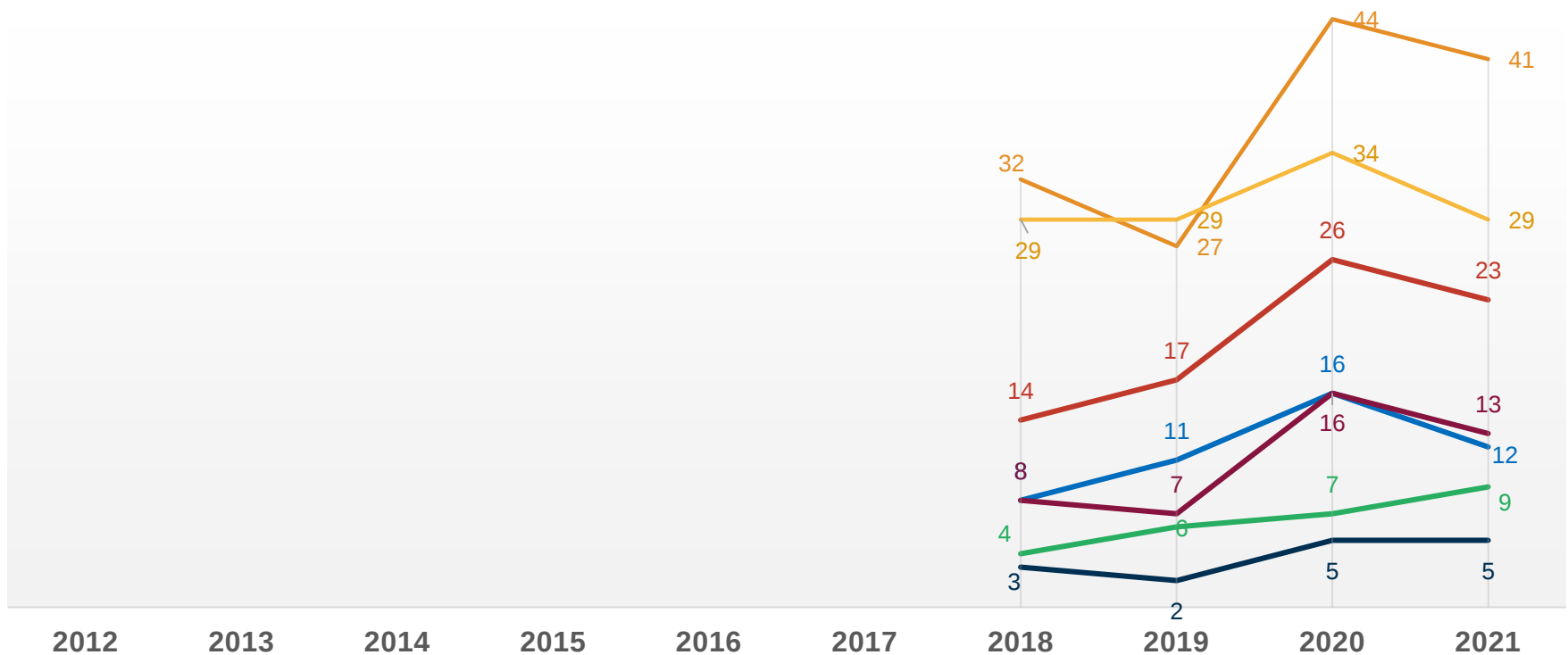
By Email



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?

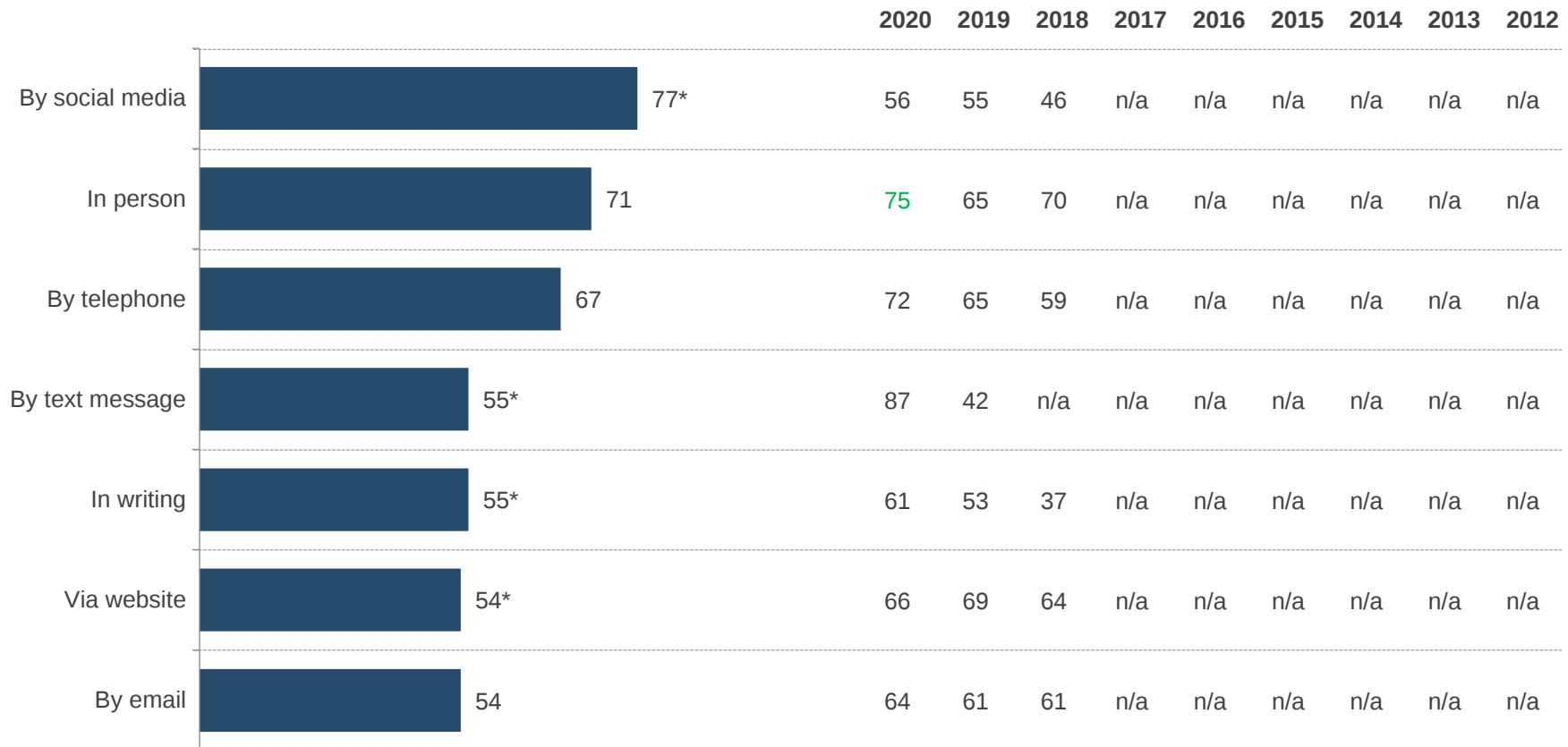
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

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



Customer service rating by method of last contact

2021 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: 27 Councils asked group: 9

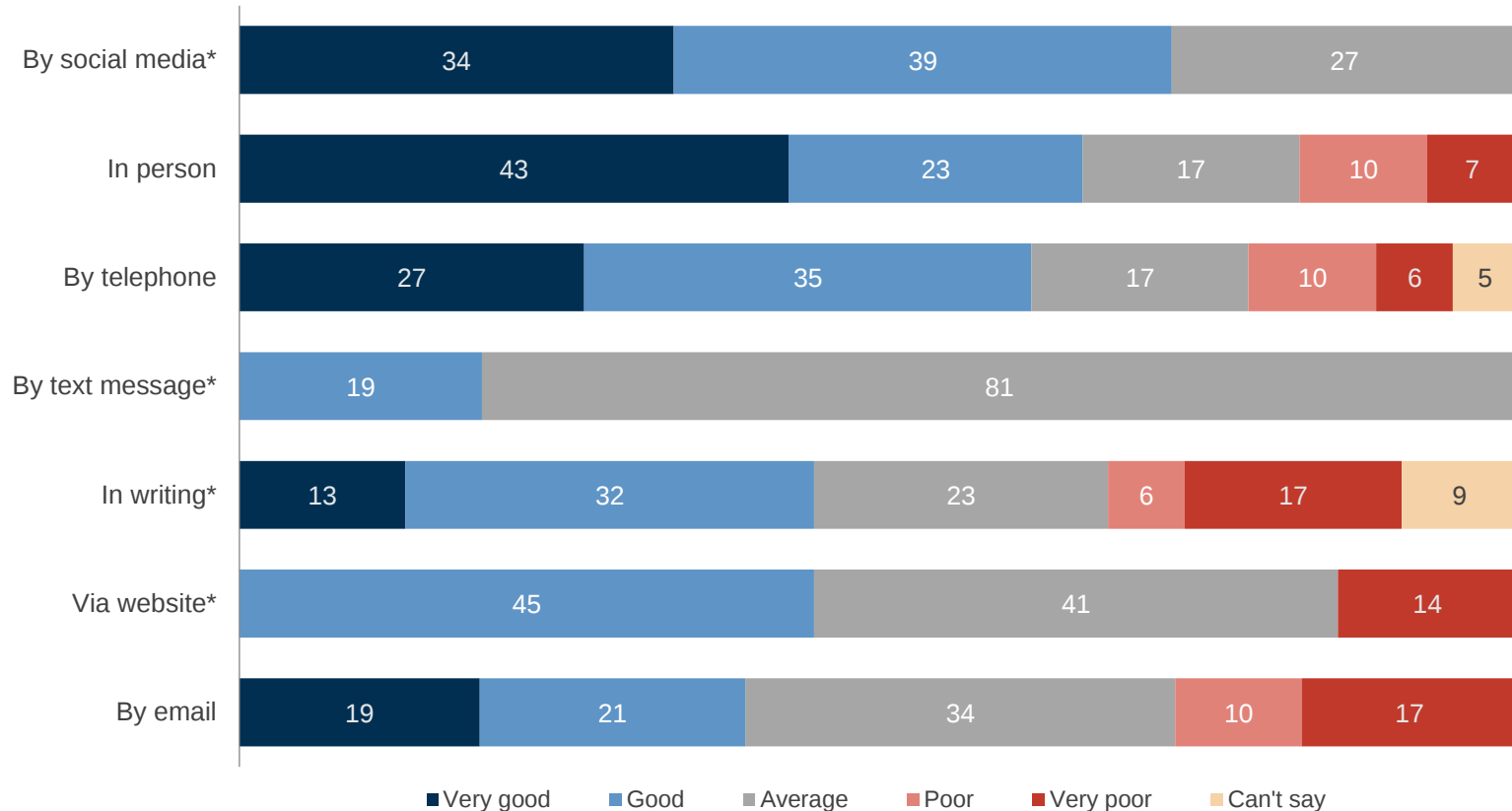
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2021 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: 27 Councils asked group: 9

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from Council is newsletter sent via email (28%), and increasingly so (up four percentage points over the past year).

Conversely, preference for newsletter via mail continues to decline (18%, down a further one point since 2020 as part of a steady downward trend since 2018).

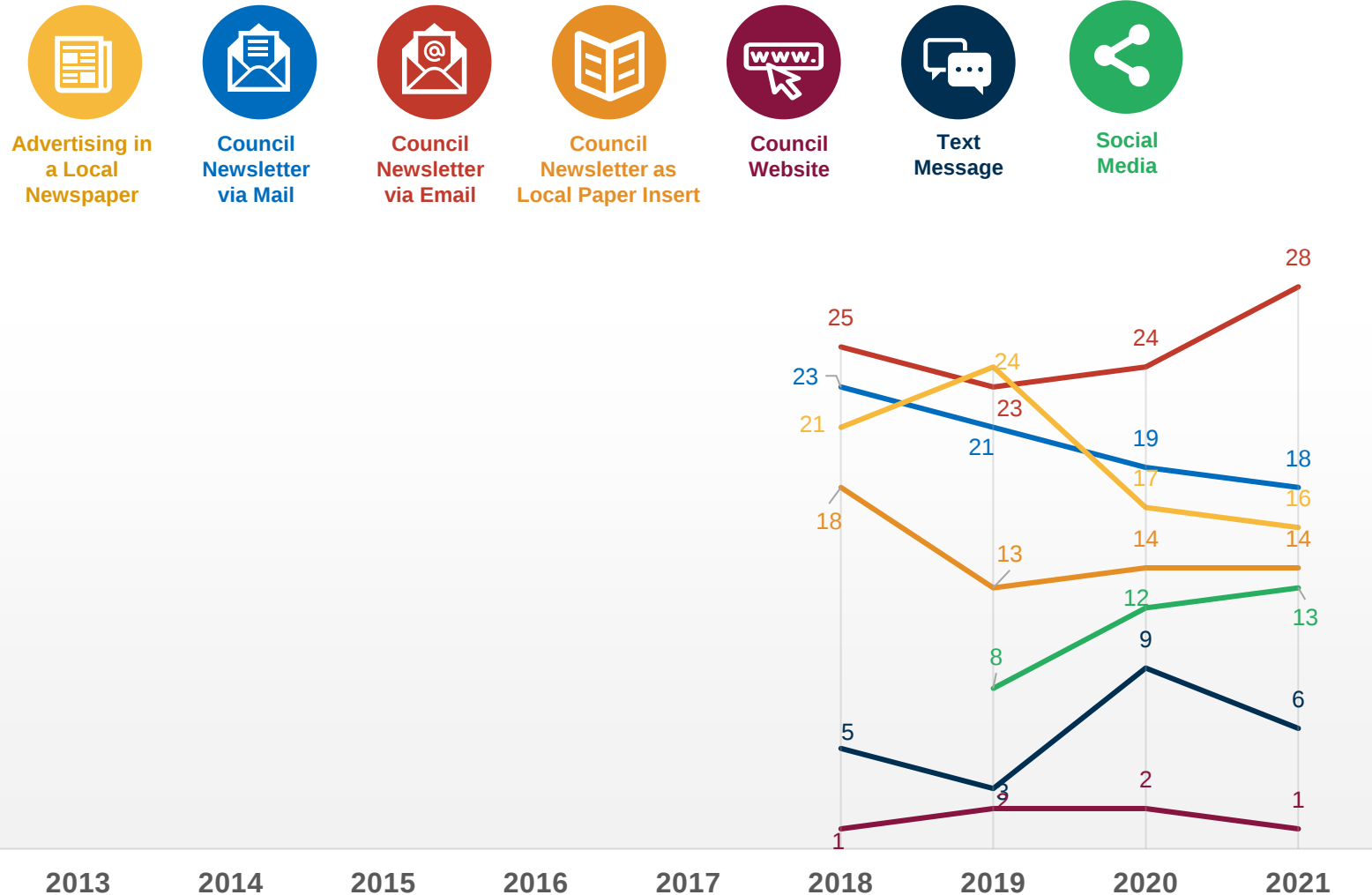
- For the first time since evaluation of forms of communication, the preferred methods among under 50s is social media (30%, up six points), just hedging out newsletters via email (29%, up 13 points). The desire for Council to communicate via social media has sharply increased among this cohort – in fact doubling since 2019.
- Preferred form of communication among over 50s continues to be newsletter sent via email (28%), ahead of communication via the local newspaper in the form of advertising (21%) or a newsletter insert (19%). A newsletter by mail is the preference for another 19% of residents.





Best form of communication

2021 best form of communication (%)



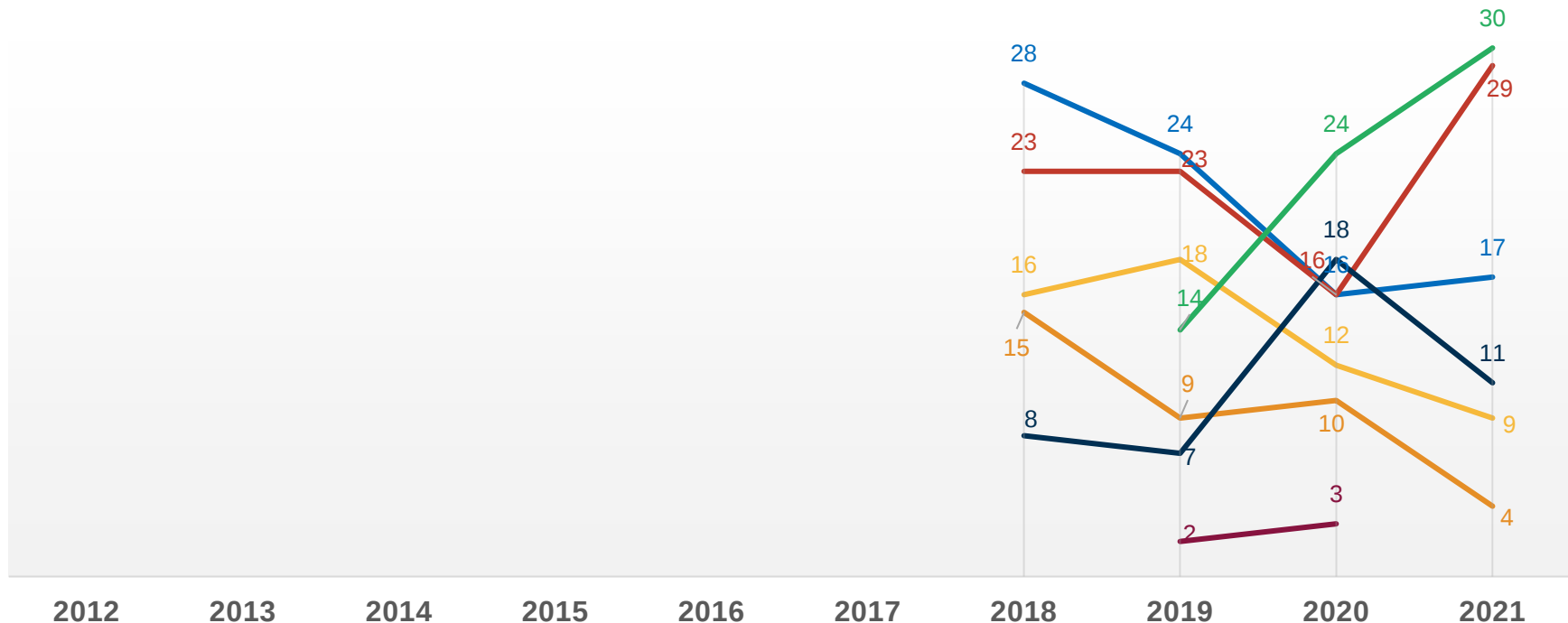
Q13. If East Gippsland Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked state-wide: 35 Councils asked group: 10
Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2021 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?

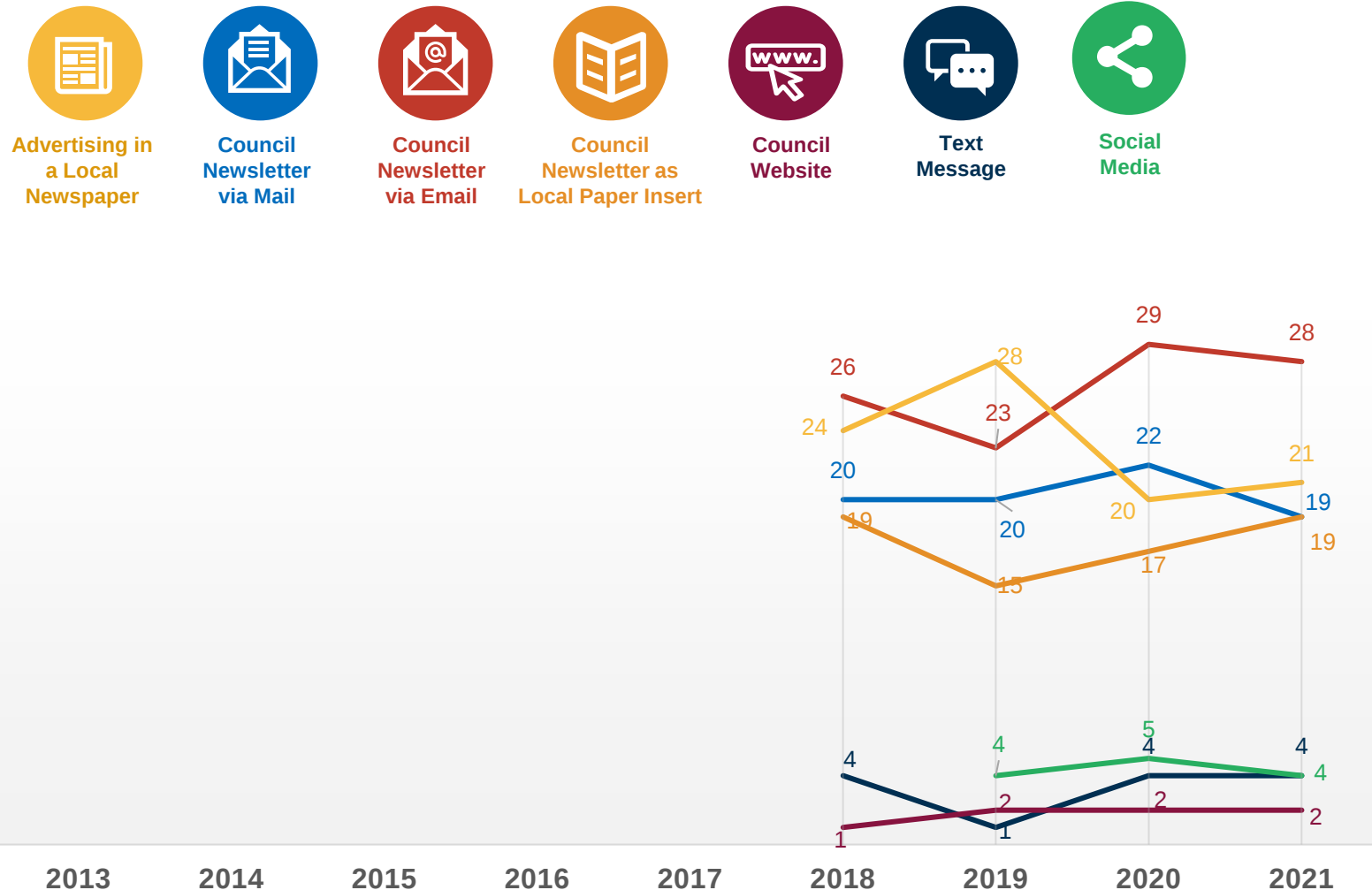
Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2021 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: 35 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction



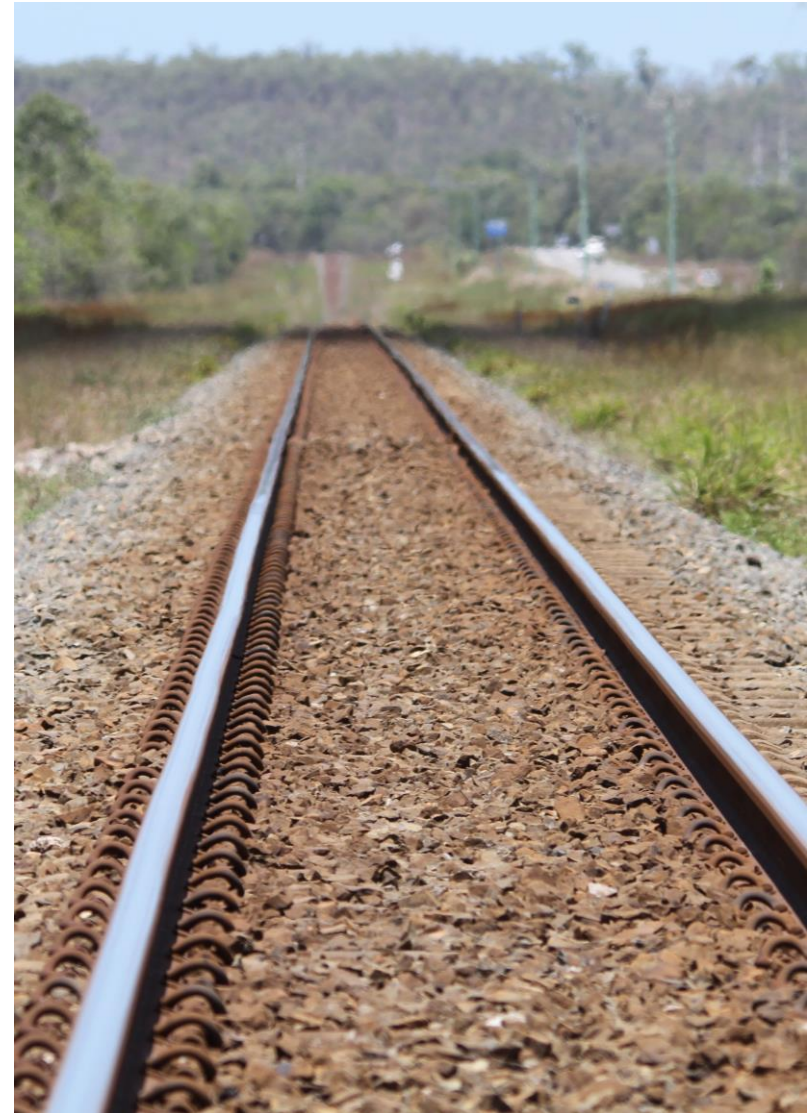
Council direction

Over the last 12 months, 56% believe Council has headed in the same direction in overall performance, down five points since 2020.

- 19% (down one point on 2020) believe the direction has improved in the last 12 months.
- 21% believe it has deteriorated, which is up four points on 2020.
- The most satisfied with council direction are older residents aged 65 years and over (index score of 52).
- The least satisfied with council direction are those in the 3880 area (index score of 42), though all demographic and geographic cohorts apart from area 3875 rate Council lower on overall direction than they did in 2020.

The decline in Council's rating of 49 on the perceived direction on overall performance is against the backdrop of significant improvement for the Large Rural group (51, up one point) and State-wide (53, up two points).

Residents are divided in their preference for cuts in Council services to keep Council rates at the same level as they are now (39%) versus Council rate rises to improve local services (33%).





Overall council direction last 12 months

2021 overall council direction (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53▲	51	53	52	53	51	53	53	53	52
65+	52	54	48	52	46	51	54	50	58	51
Large Rural	51	50	51	52	52	48	51	n/a	n/a	n/a
3875	51	51	47	53	n/a	n/a	n/a	n/a	n/a	n/a
Women	51	54	44	53	48	54	50	50	56	53
East Gippsland	49	52	46	53	46	52	50	51	53	51
3909	49	56	46	50	n/a	n/a	n/a	n/a	n/a	n/a
Men	47	49	47	52	45	50	50	52	50	49
35-49	47	49	47	49	41	51	48	49	51	50
50-64	47	53	41	52	45	46	48	50	50	51
18-34	46	50	47	58	57	59	46	55	54	52
3880	42	51	47	58	n/a	n/a	n/a	n/a	n/a	n/a

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

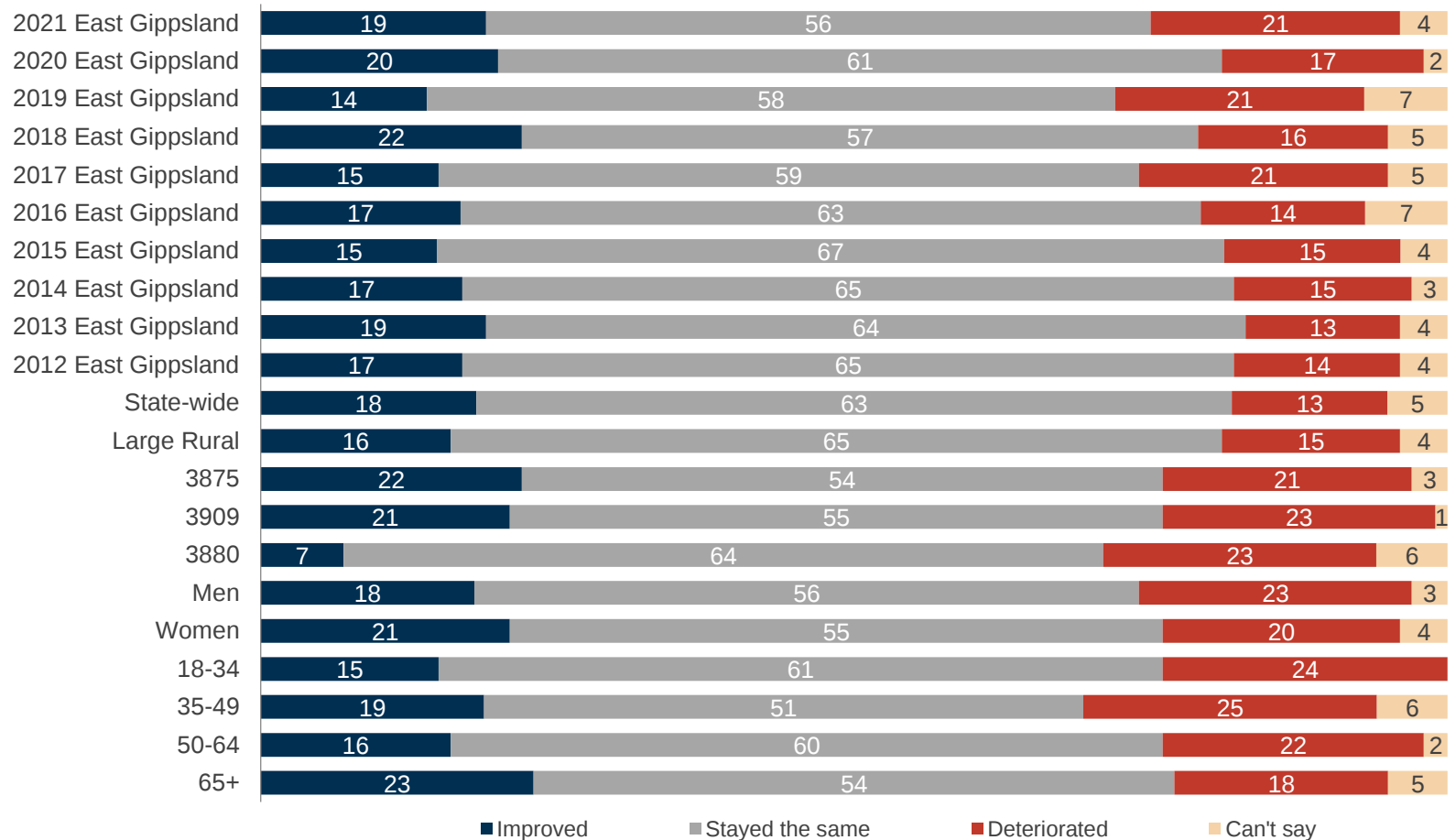
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Overall council direction last 12 months

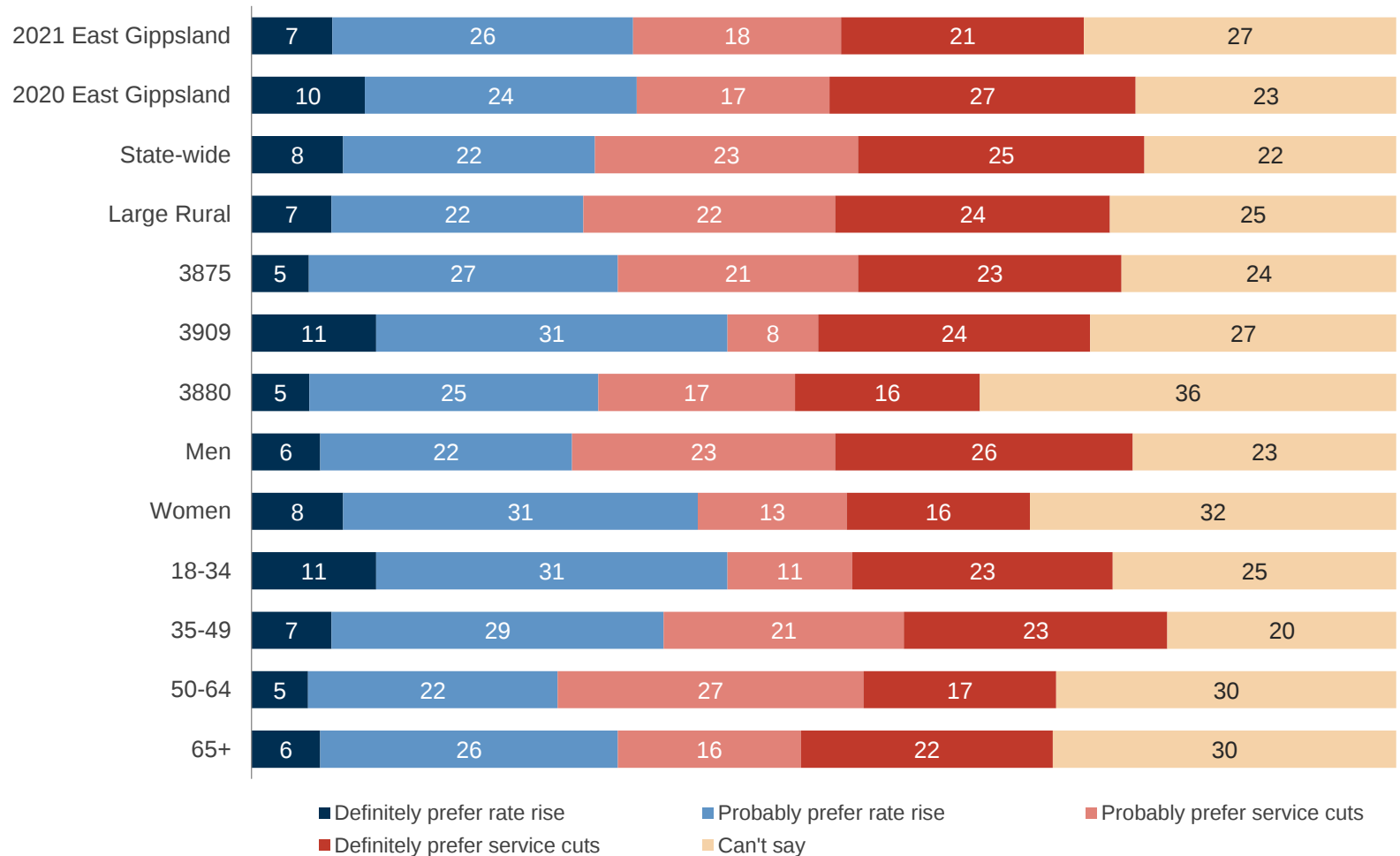
2021 overall council direction (%)





Rates / services trade-off

2021 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: 16 Councils asked group: 5

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.

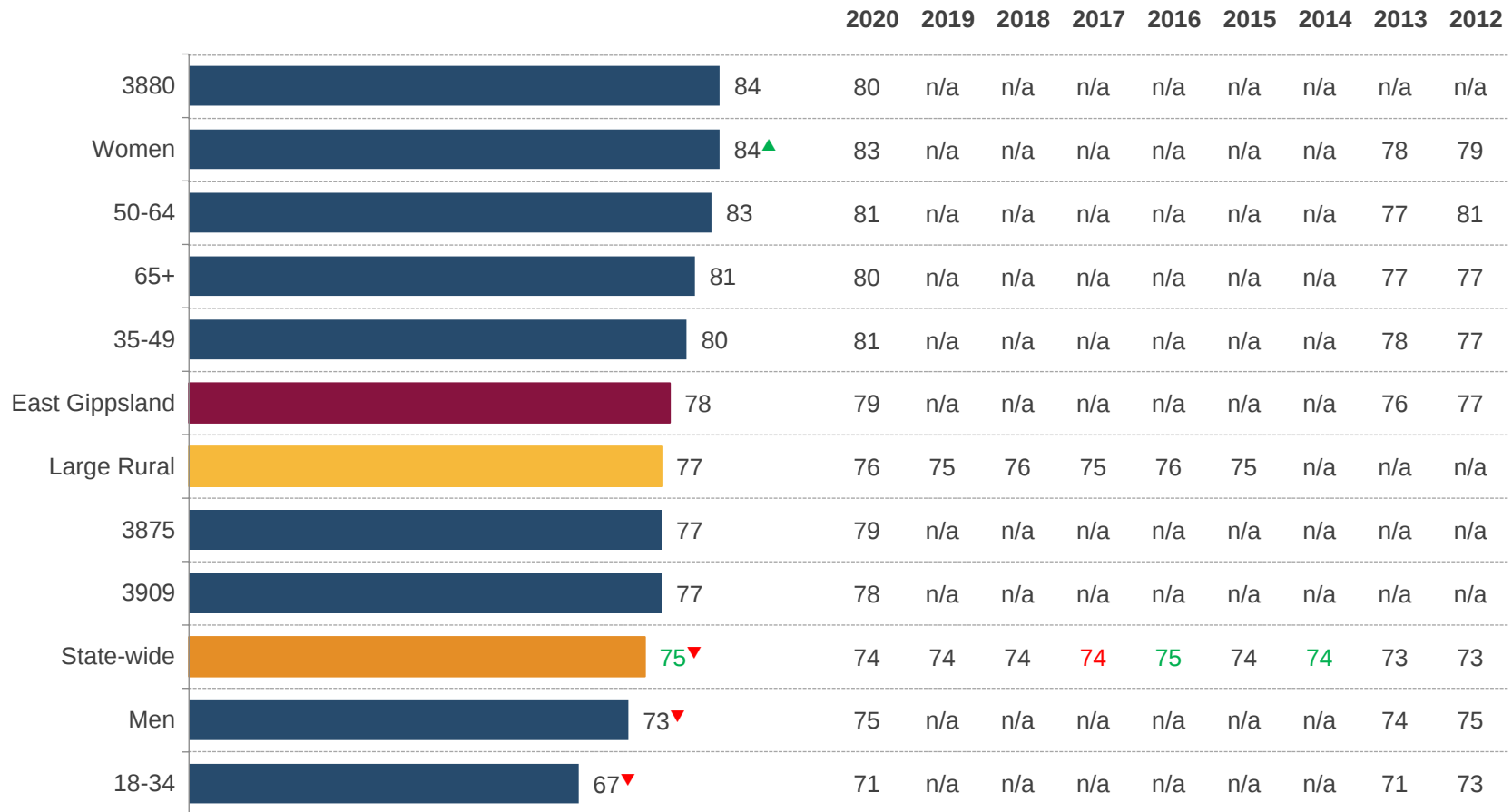
Individual service areas



Community consultation and engagement importance



2021 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: 29 Councils asked group: 9

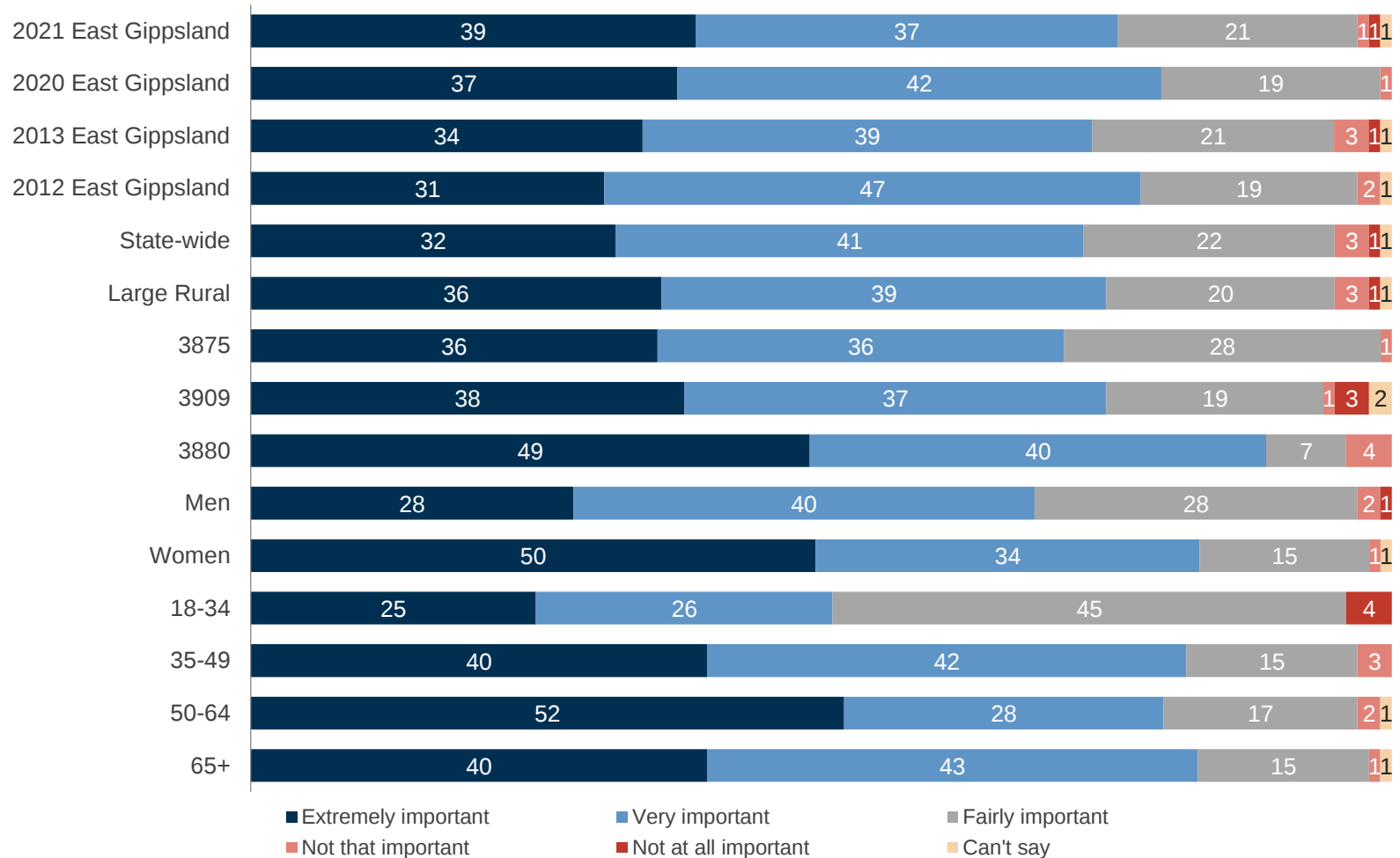
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2021 consultation and engagement importance (%)





Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	56▲	55	56	55	55	54	56	57	57	57
18-34	54	53	44	57	55	57	54	60	57	57
Large Rural	54▲	54	54	54	52	52	54	n/a	n/a	n/a
3880	53	59	49	51	n/a	n/a	n/a	n/a	n/a	n/a
3909	53	52	46	53	n/a	n/a	n/a	n/a	n/a	n/a
65+	52	55	53	50	44	50	53	49	54	56
Men	52	54	50	51	44	49	52	55	52	52
East Gippsland	51	54	48	52	47	52	52	53	54	54
Women	50	54	47	52	51	54	52	51	55	55
3875	50	54	47	55	n/a	n/a	n/a	n/a	n/a	n/a
50-64	49	54	39	48	47	52	49	52	53	54
35-49	47	51	55	56	48	51	51	51	51	49

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: 19

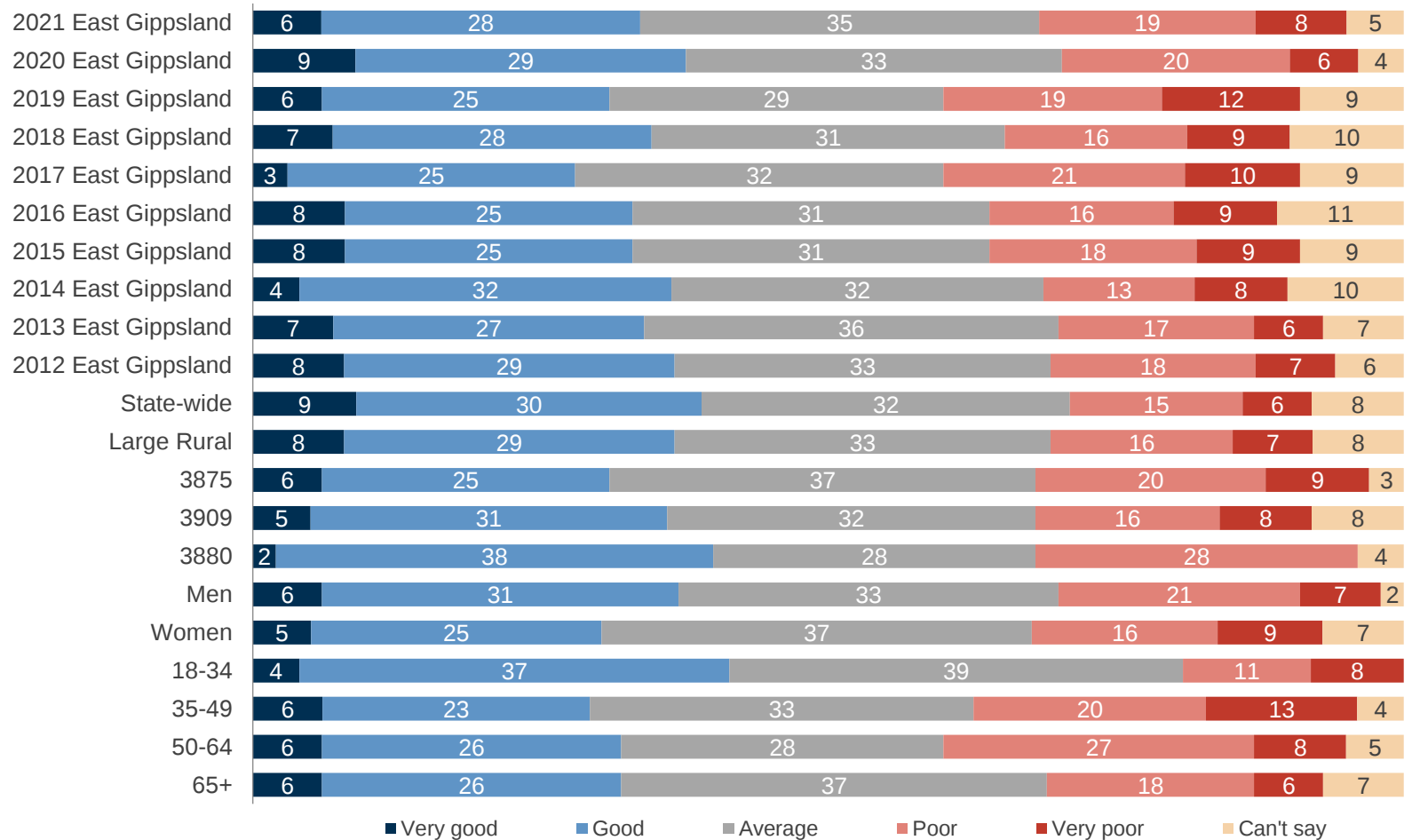
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 consultation and engagement performance (%)

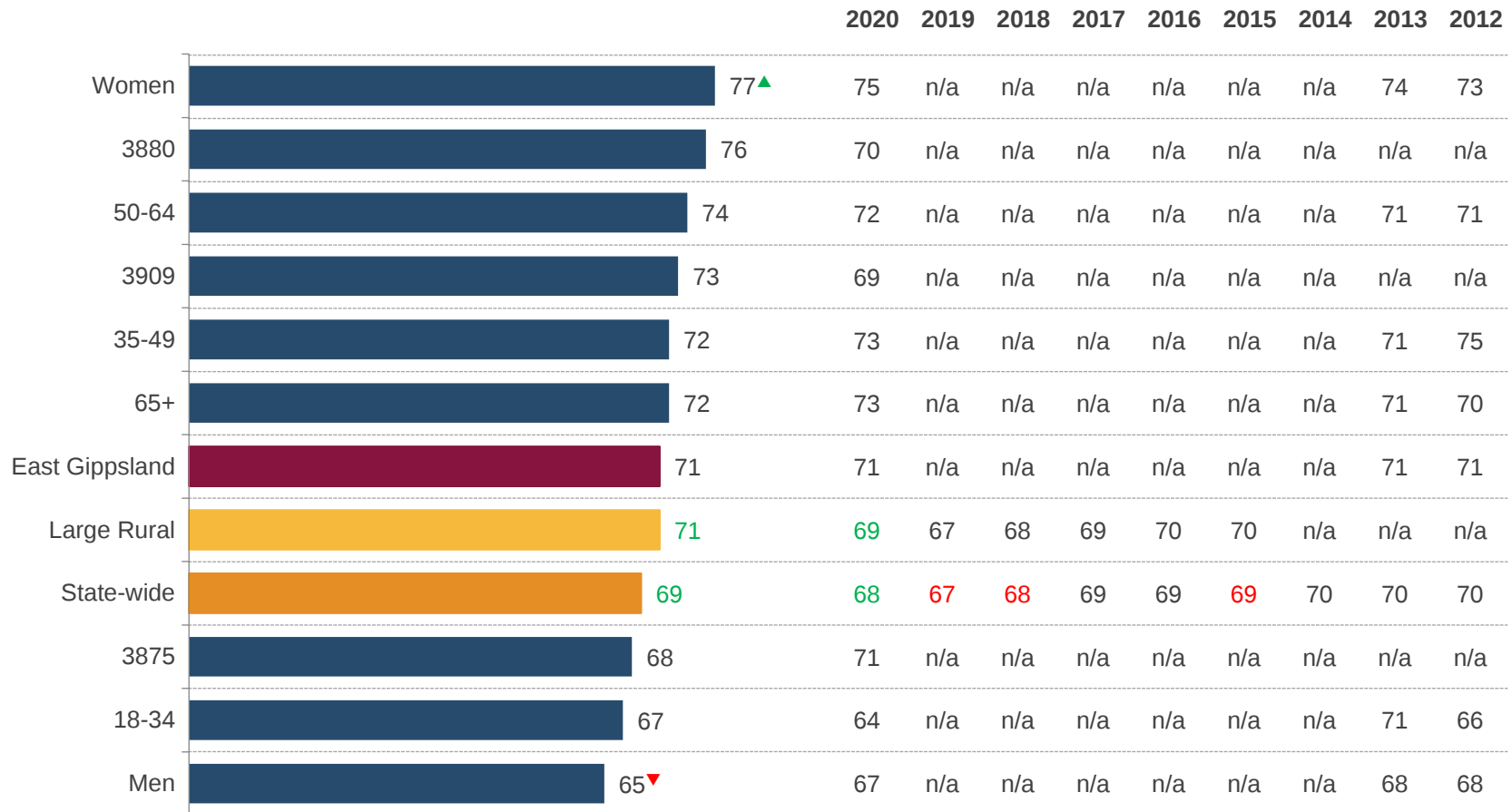




Lobbying on behalf of the community importance



2021 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: 7

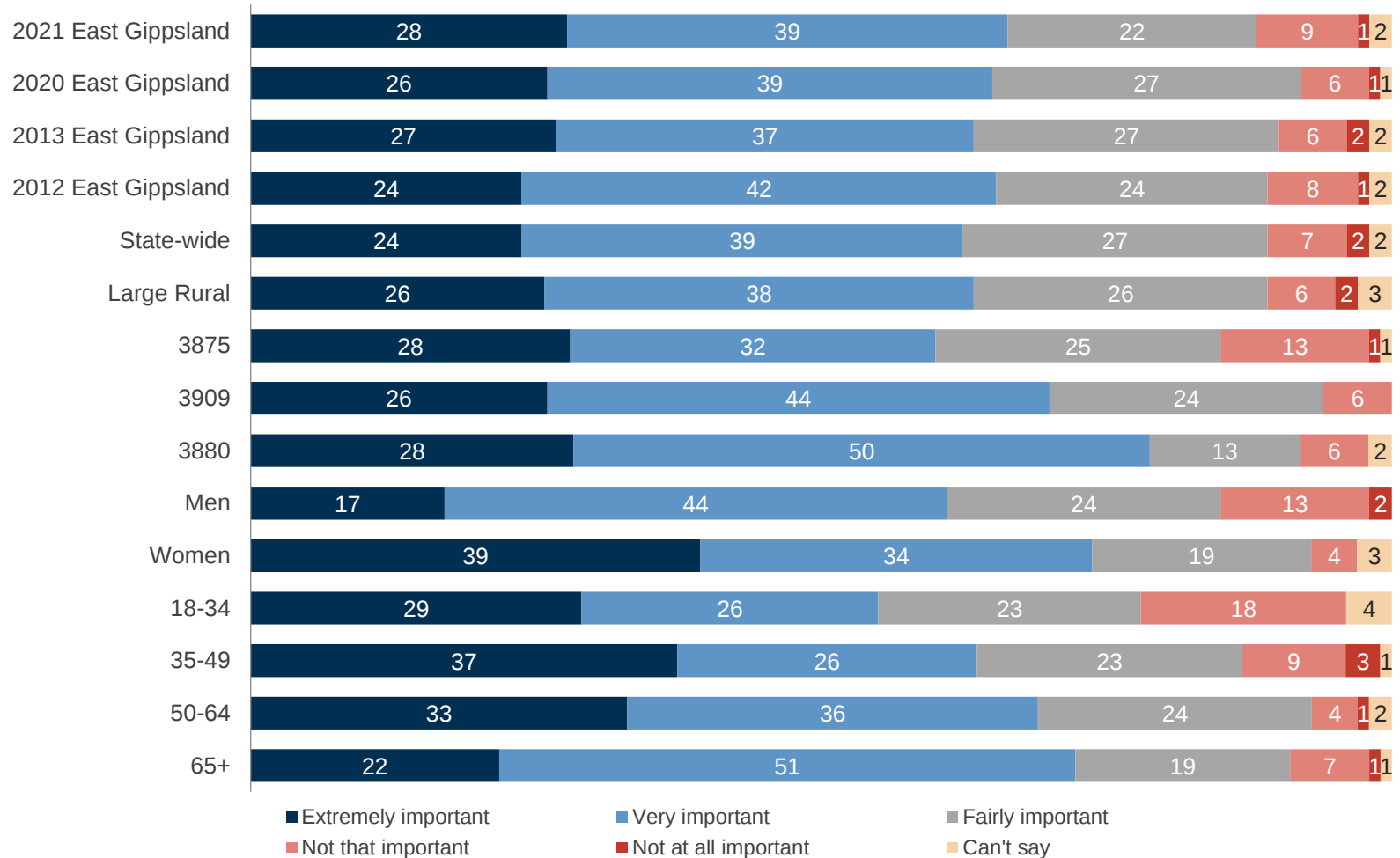
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2021 lobbying importance (%)





Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	59	61	44	53	n/a	n/a	n/a	n/a	n/a	n/a
65+	58	59	51	50	46	49	51	50	56	55
State-wide	55	53	54	54	54	53	55	56	55	55
3875	54	53	46	54	n/a	n/a	n/a	n/a	n/a	n/a
Women	54	54	44	50	50	53	53	54	57	54
Large Rural	54	53	52	52	51	50	53	n/a	n/a	n/a
East Gippsland	54	56	46	50	49	50	51	54	54	53
Men	53	57	49	50	47	48	48	55	52	52
18-34	53	51	45	54	57	57	56	61	59	55
50-64	52	56	42	43	46	48	48	52	56	51
3909	50	55	45	46	n/a	n/a	n/a	n/a	n/a	n/a
35-49	48	55	43	54	48	49	48	55	47	52

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: 15

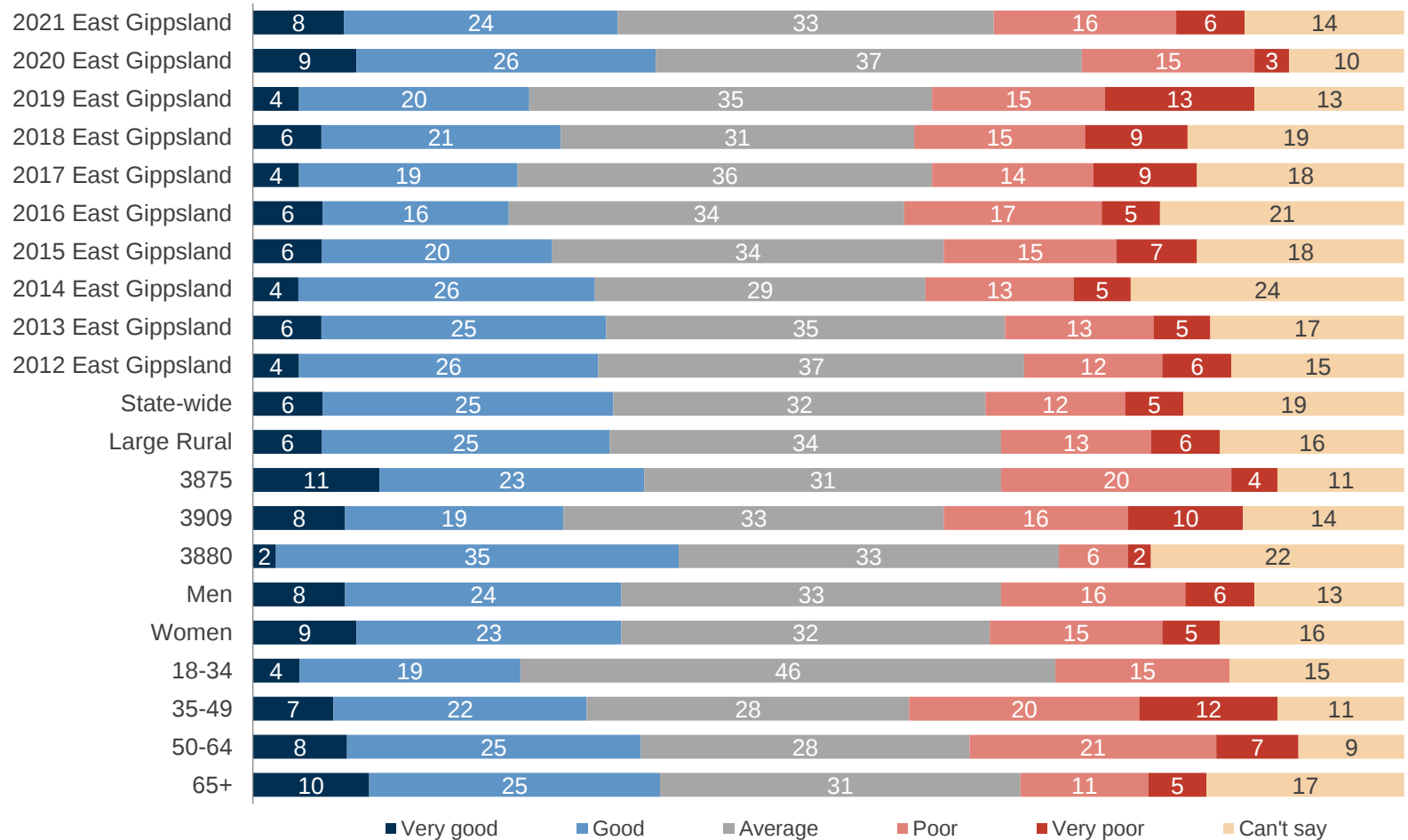
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)



Decisions made in the interest of the community importance



2021 community decisions made importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	86	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	86	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3880	86	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	85	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	83	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	83	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	82	79	80	80	80	80	80	n/a	n/a	n/a
65+	81	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81	80	80	80	79	80	80	79	n/a	n/a
Men	80	78	n/a	n/a	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?

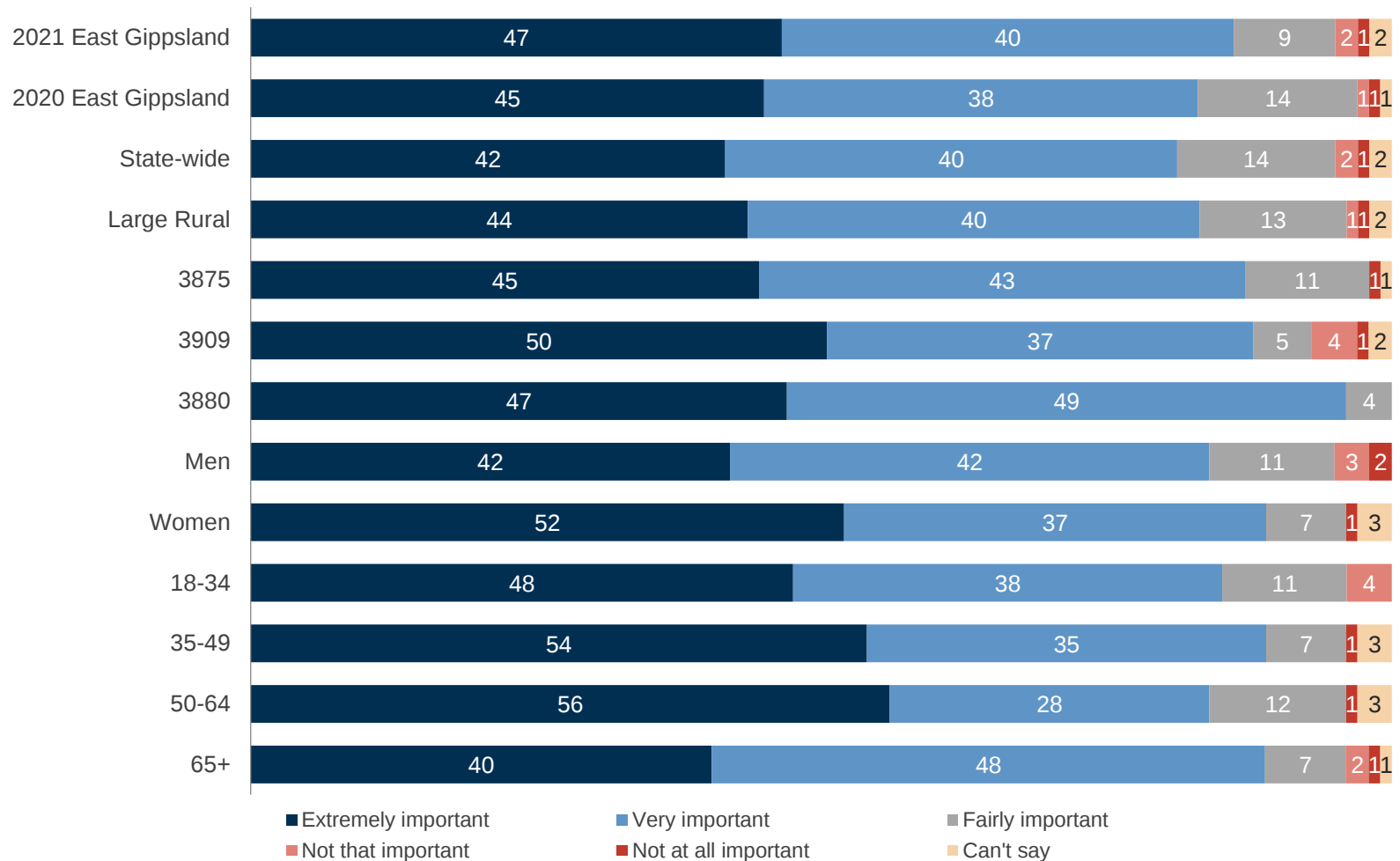
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 8

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

Decisions made in the interest of the community importance



2021 community decisions made importance (%)



Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	57	58	50	53	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	56▲	53	55	54	54	54	55	57	n/a	n/a
Women	54	55	44	51	52	51	54	n/a	n/a	n/a
65+	54	58	51	50	49	49	51	n/a	n/a	n/a
Large Rural	54▲	52	52	52	51	50	52	n/a	n/a	n/a
18-34	52	51	41	56	60	52	60	n/a	n/a	n/a
East Gippsland	51	54	46	51	50	49	53	n/a	n/a	n/a
3875	51	55	46	53	n/a	n/a	n/a	n/a	n/a	n/a
50-64	50	56	40	45	46	52	52	n/a	n/a	n/a
3909	50	52	41	50	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	54	48	51	47	48	51	n/a	n/a	n/a
35-49	46	48	47	54	47	46	50	n/a	n/a	n/a

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

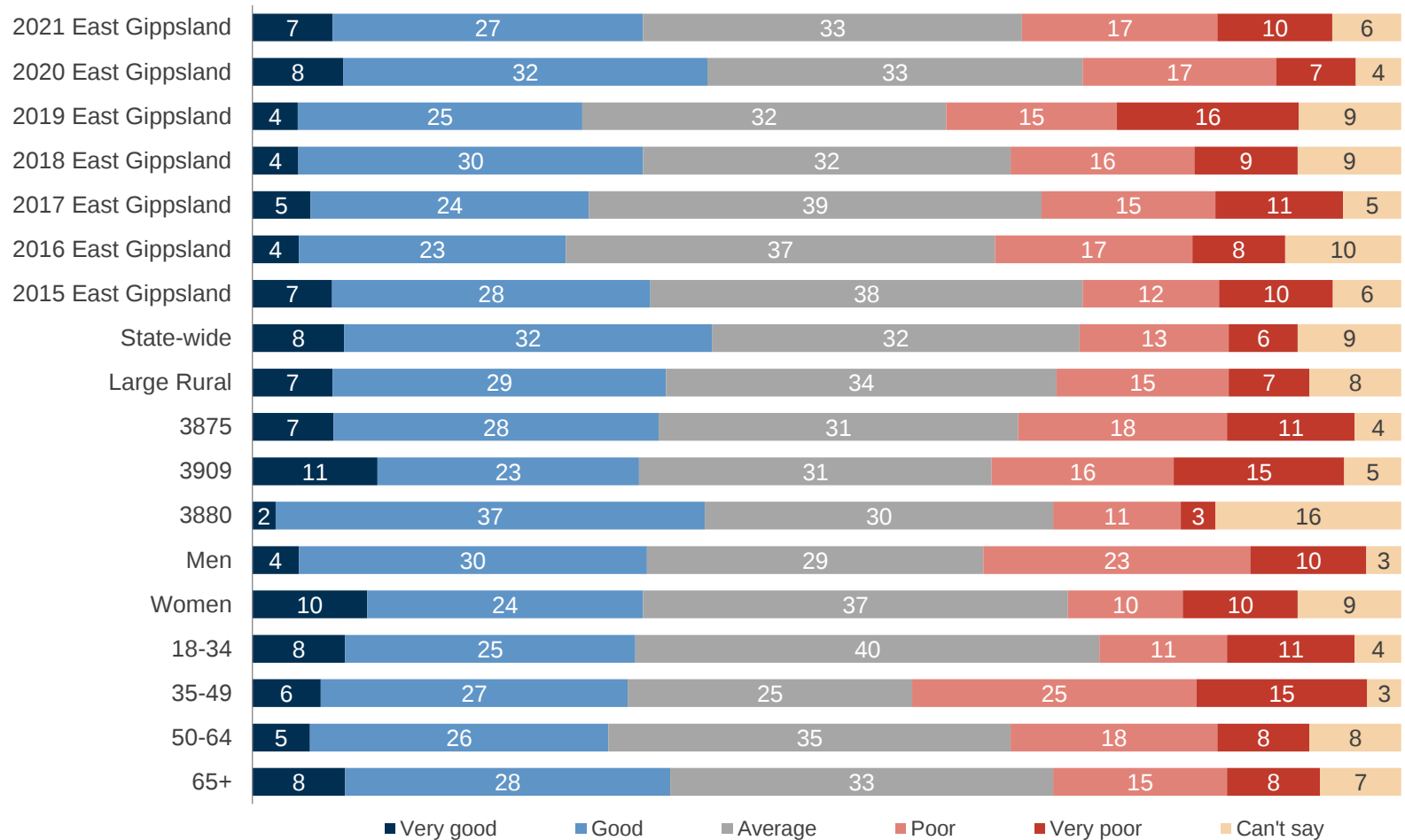
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

Decisions made in the interest of the community performance



2021 community decisions made performance (%)



The condition of sealed local roads in your area importance



2021 sealed local roads importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	83	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	81	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	80	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3880	80	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	81	80	80	77	80	78	n/a	n/a	n/a
East Gippsland	80	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	79	79	79	80	78	78	76	77	n/a	n/a
Men	76▼	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	75	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73▼	83	n/a	n/a	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?

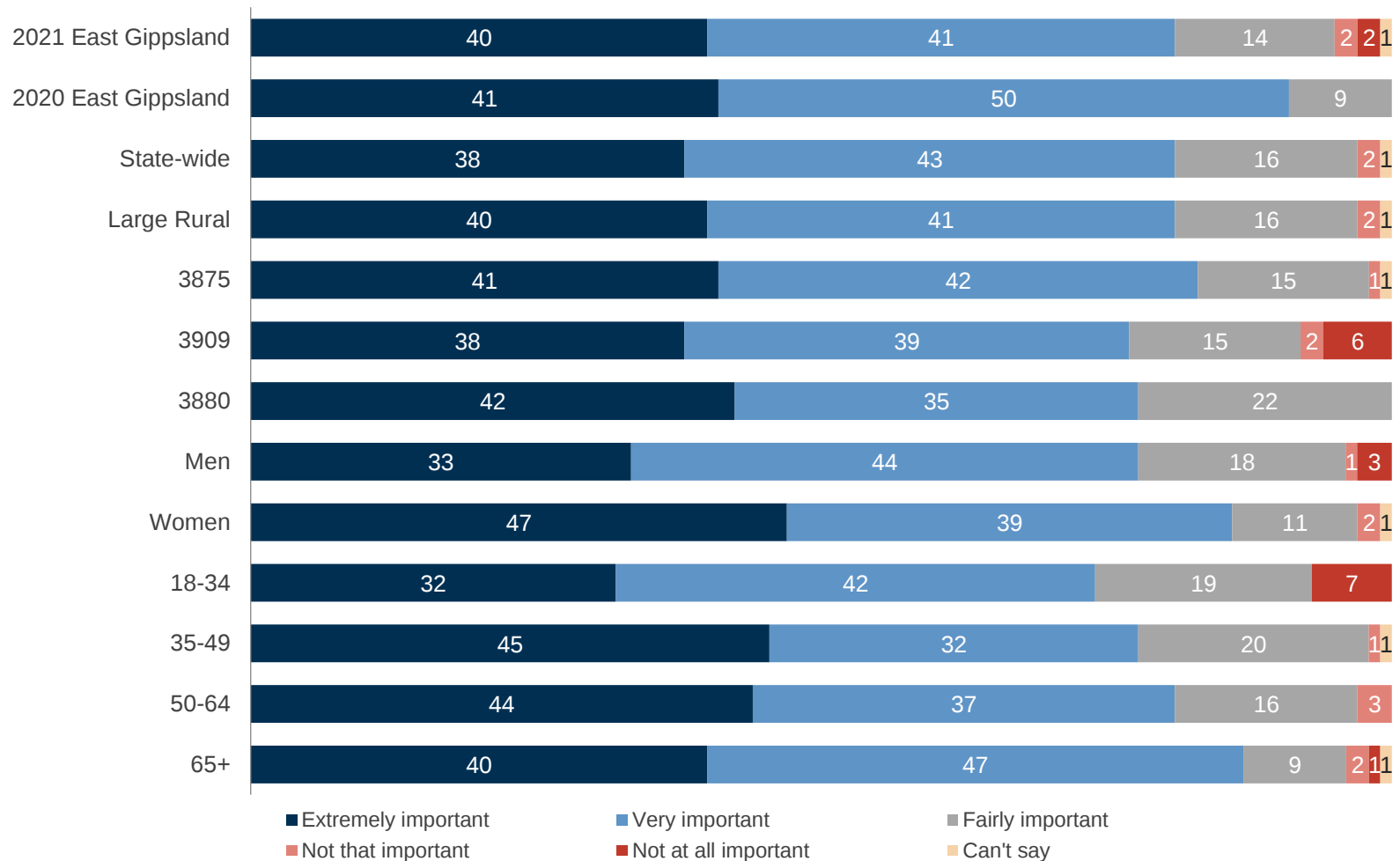
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

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

The condition of sealed local roads in your area importance



2021 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	60▲	62	55	53	48	48	48	n/a	n/a	n/a
State-wide	57▲	54	56	53	53	54	55	55	n/a	n/a
3909	55	57	52	50	n/a	n/a	n/a	n/a	n/a	n/a
Men	53	52	48	49	48	45	46	n/a	n/a	n/a
35-49	53	53	52	45	42	39	48	n/a	n/a	n/a
3880	53	66	51	56	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	53	55	49	50	46	46	46	n/a	n/a	n/a
Women	52	57	49	52	45	47	45	n/a	n/a	n/a
50-64	51	55	47	52	43	47	44	n/a	n/a	n/a
3875	50	52	50	51	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	50▼	47	47	45	43	44	45	n/a	n/a	n/a
18-34	37▼	41	34	49	51	48	42	n/a	n/a	n/a

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

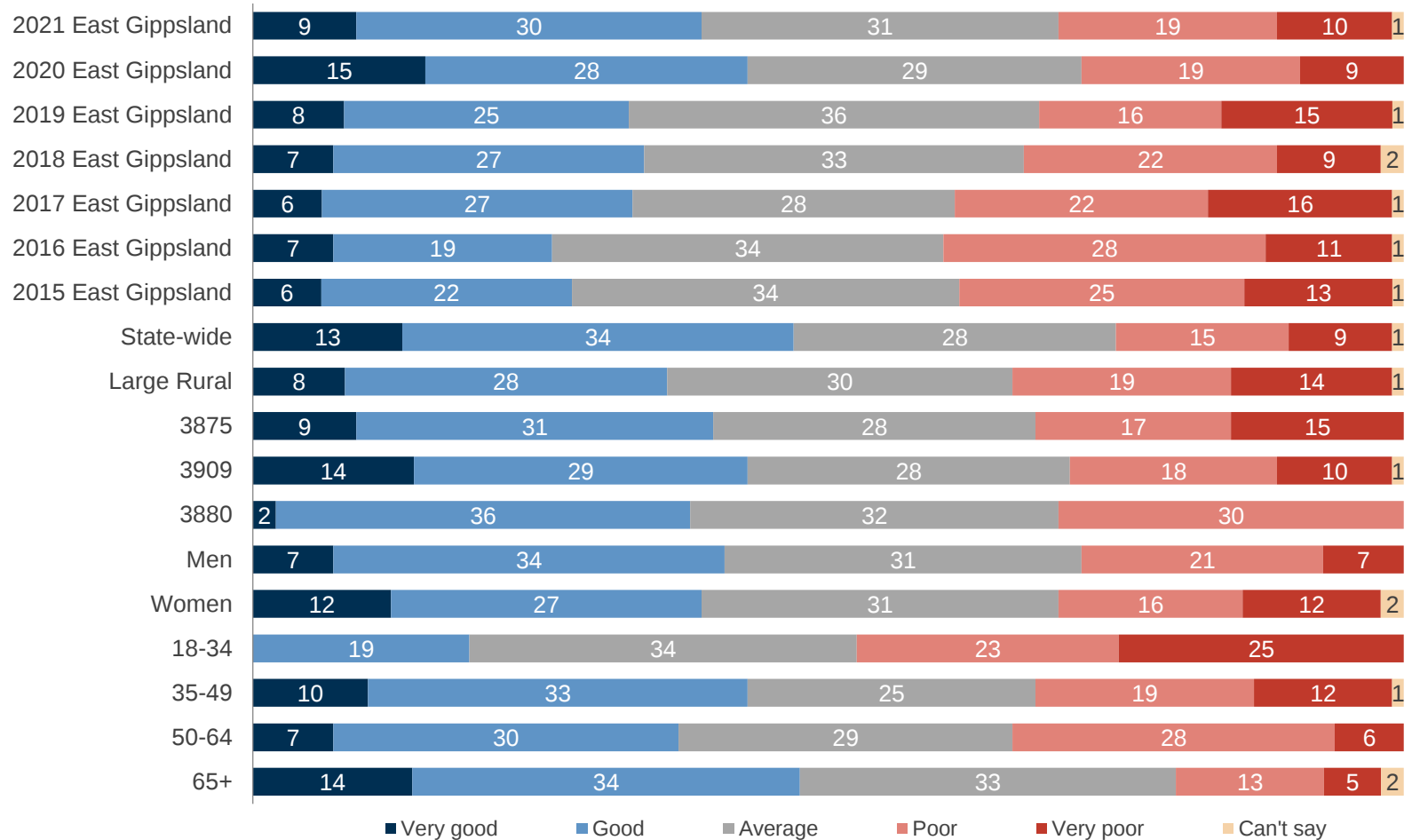
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)

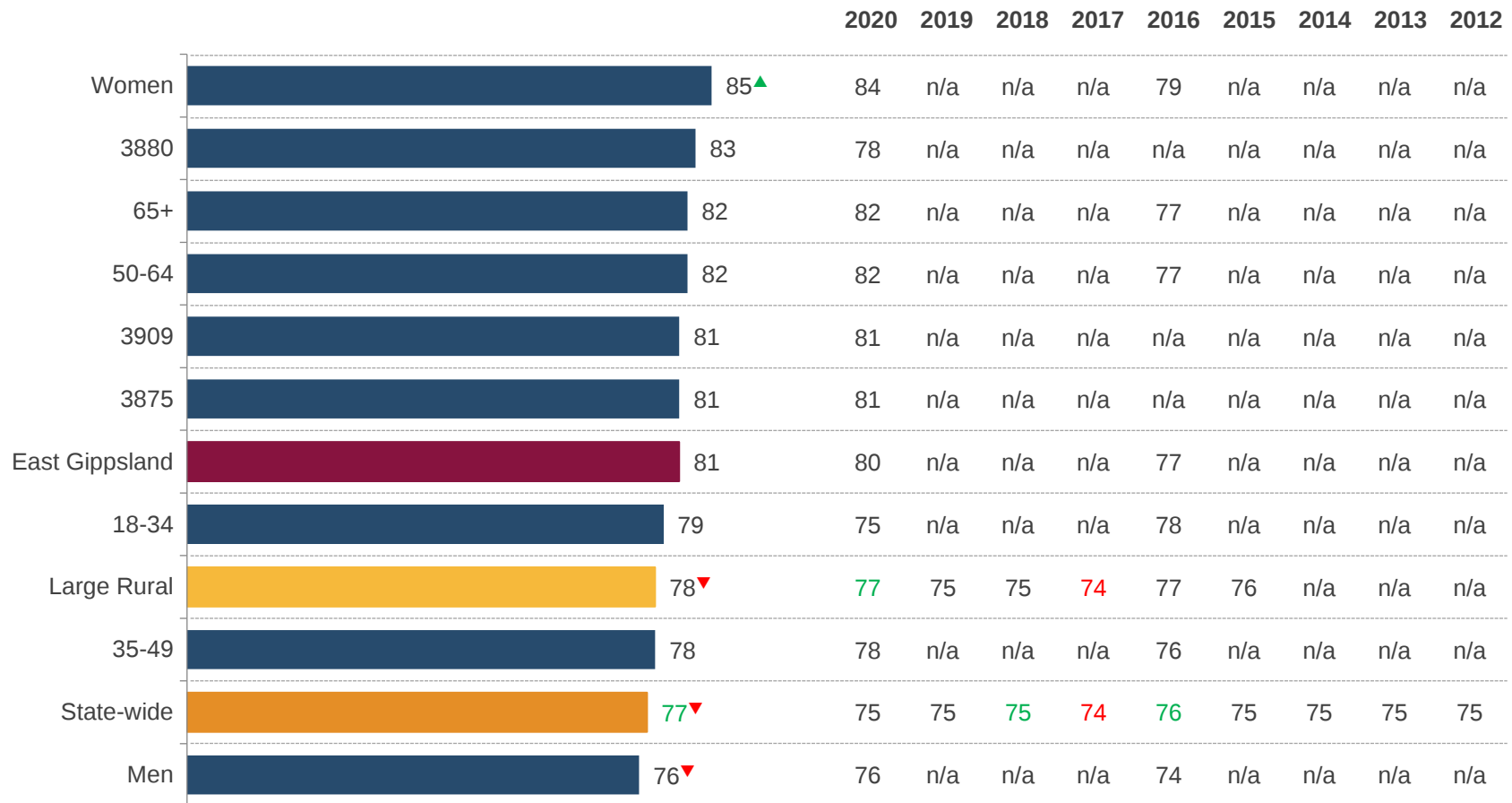




Informing the community importance



2021 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: 27 Councils asked group: 6

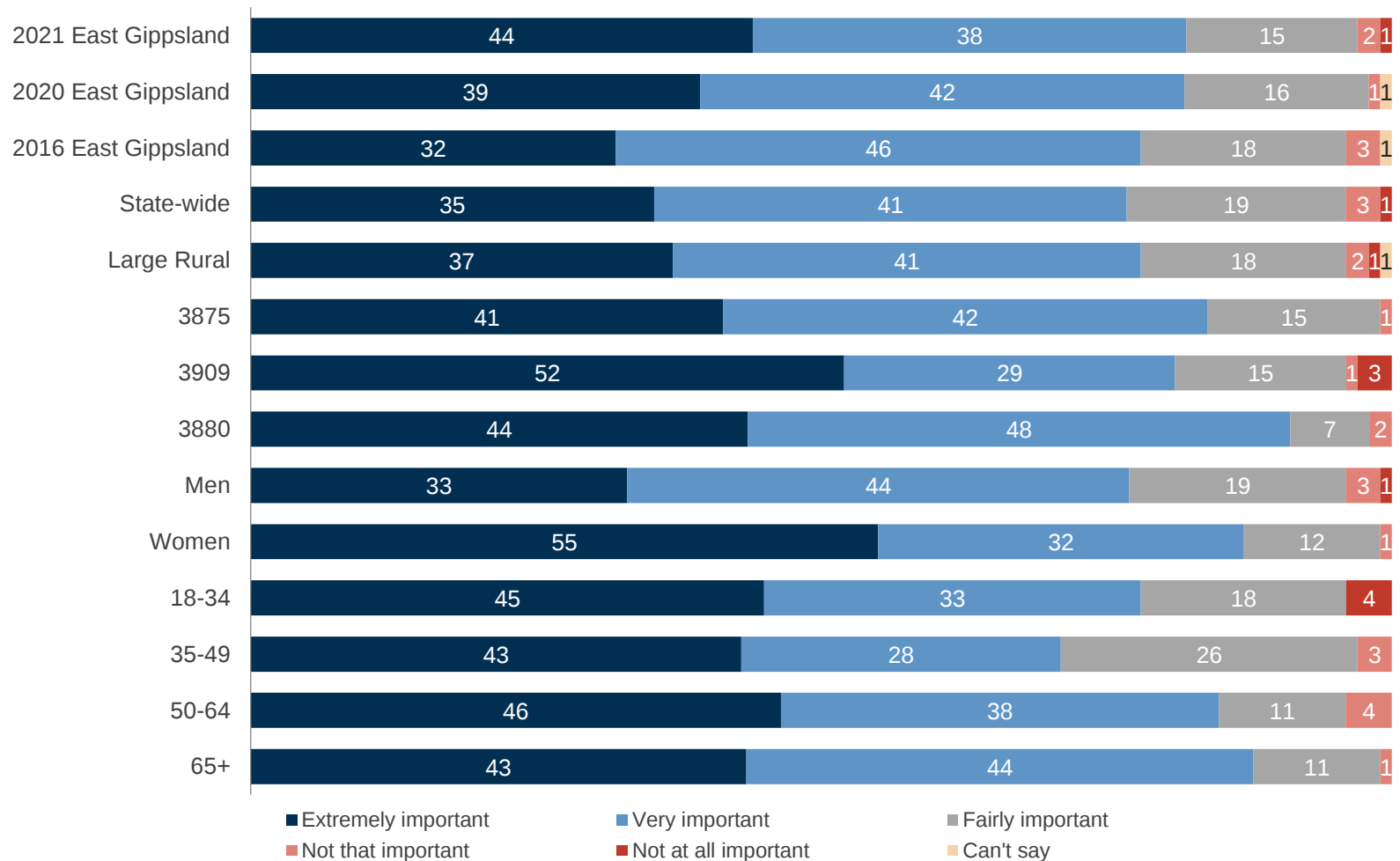
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2021 informing community importance (%)





Informing the community performance



2021 informing community performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63▲	53	n/a	n/a	n/a	60	n/a	n/a	n/a	n/a
State-wide	60▲	59	60	59	59	59	61	62	61	60
3880	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	59▲	59	61	59	60	56	59	n/a	n/a	n/a
3875	56	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56	61	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
Women	55	57	n/a	n/a	n/a	56	n/a	n/a	n/a	n/a
East Gippsland	55	58	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
Men	55	59	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
50-64	54	61	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
3909	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	51	n/a	n/a	n/a	51	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: 35 Councils asked group: 8

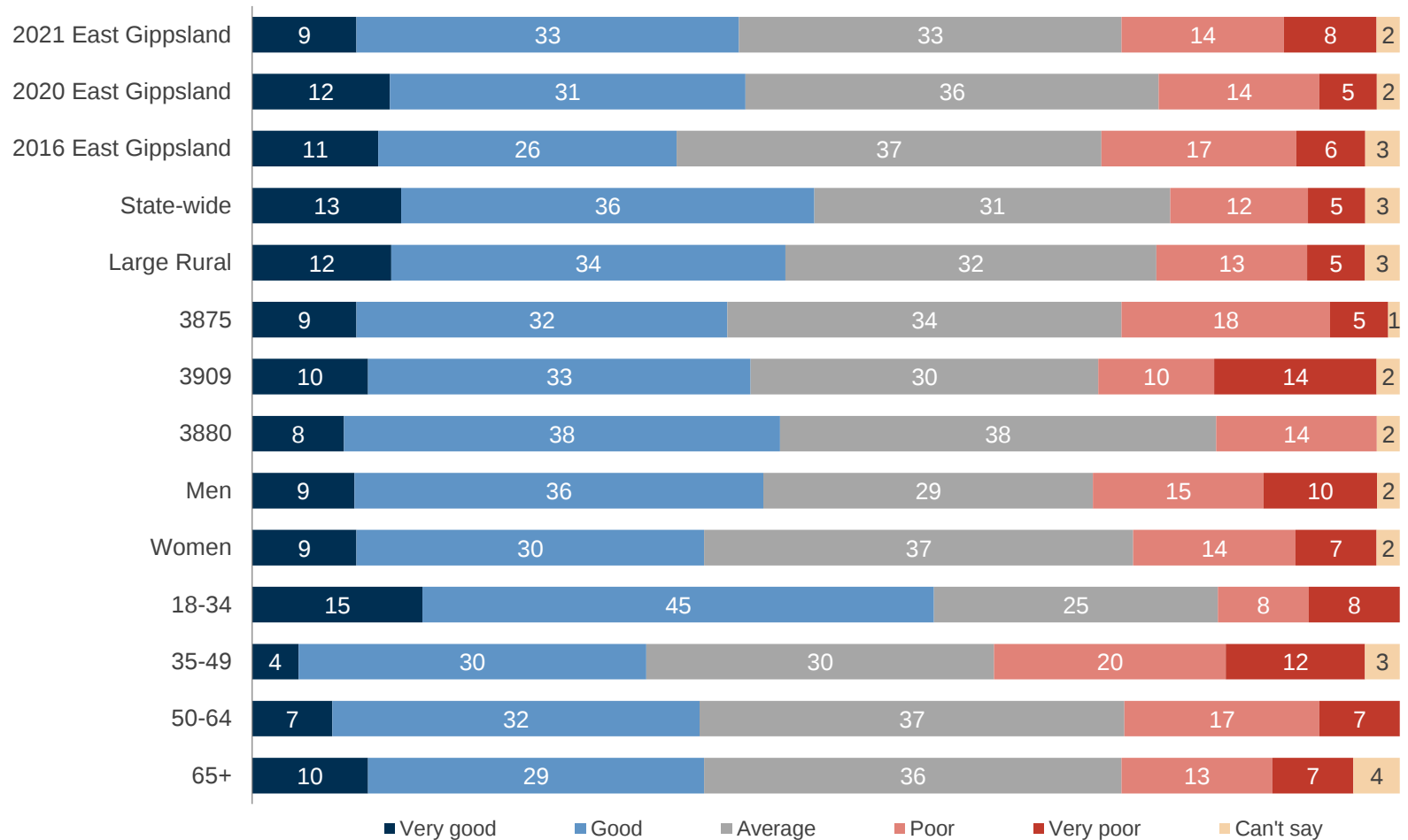
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2021 informing community performance (%)

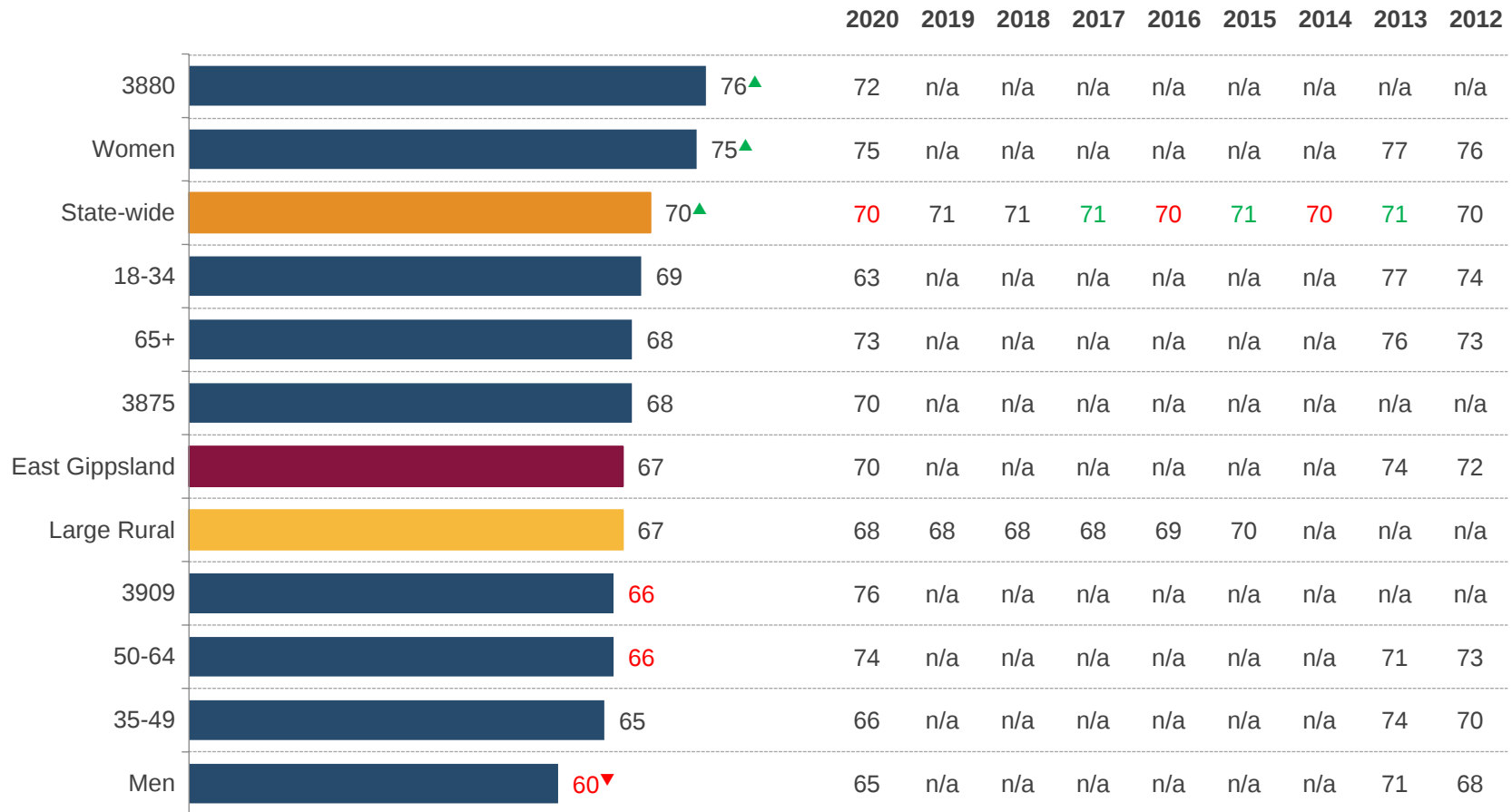




Enforcement of local laws importance



2021 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: 25 Councils asked group: 5

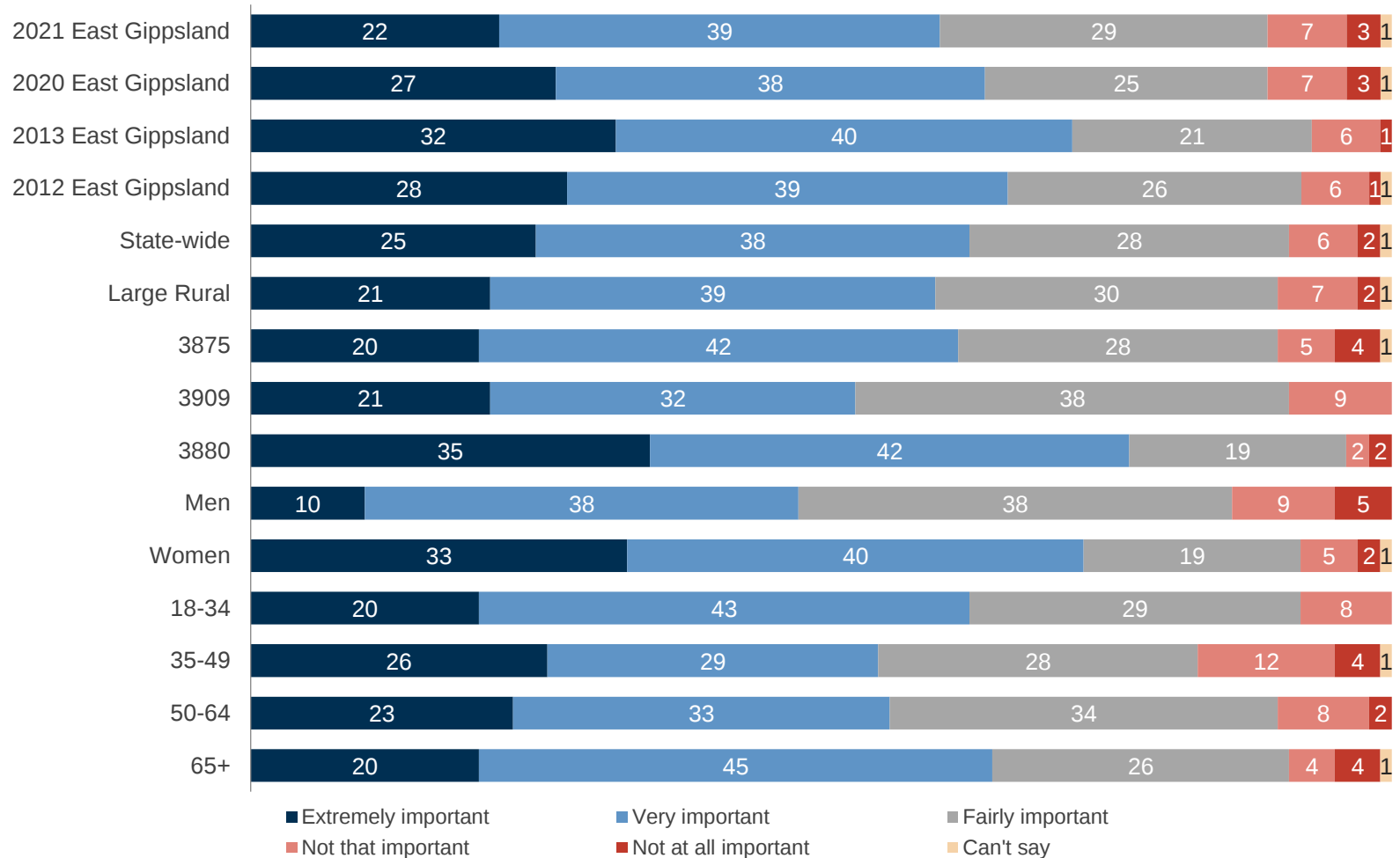
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2021 law enforcement importance (%)





Enforcement of local laws performance



2021 law enforcement performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	64▲	63	64	64	64	63	66	66	65	65
Large Rural	64▲	64	64	64	63	63	65	n/a	n/a	n/a
35-49	64	65	n/a	n/a	n/a	n/a	n/a	67	63	64
Women	63	65	n/a	n/a	n/a	n/a	n/a	62	62	63
18-34	63	61	n/a	n/a	n/a	n/a	n/a	65	66	65
3875	61	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	61	64	n/a	n/a	n/a	n/a	n/a	62	62	63
65+	61	63	n/a	n/a	n/a	n/a	n/a	57	60	61
3909	61	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	62	n/a	n/a	n/a	n/a	n/a	61	61	62
50-64	58	66	n/a	n/a	n/a	n/a	n/a	60	59	61
3880	58	64	n/a	n/a	n/a	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: 34 Councils asked group: 9

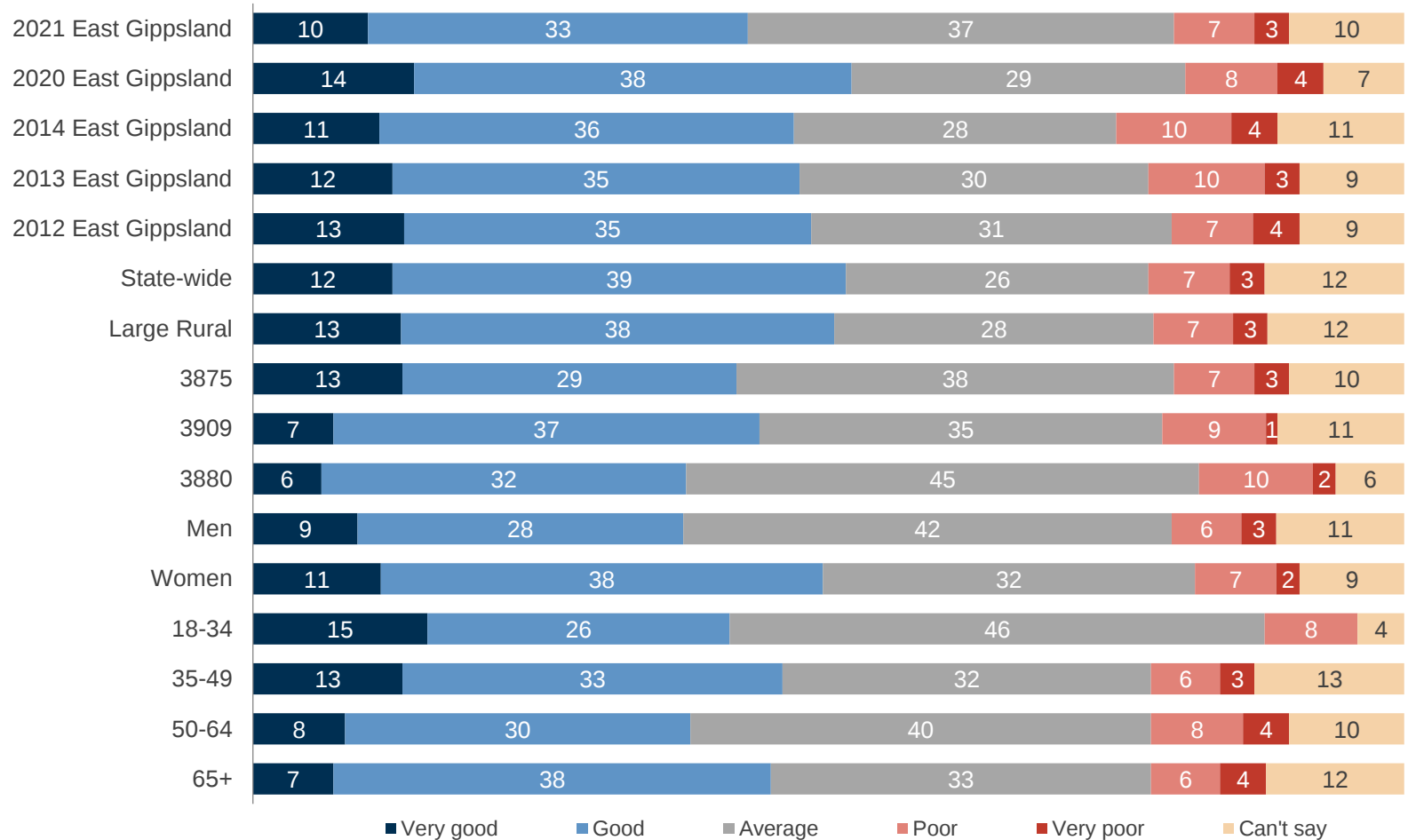
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 law enforcement performance (%)

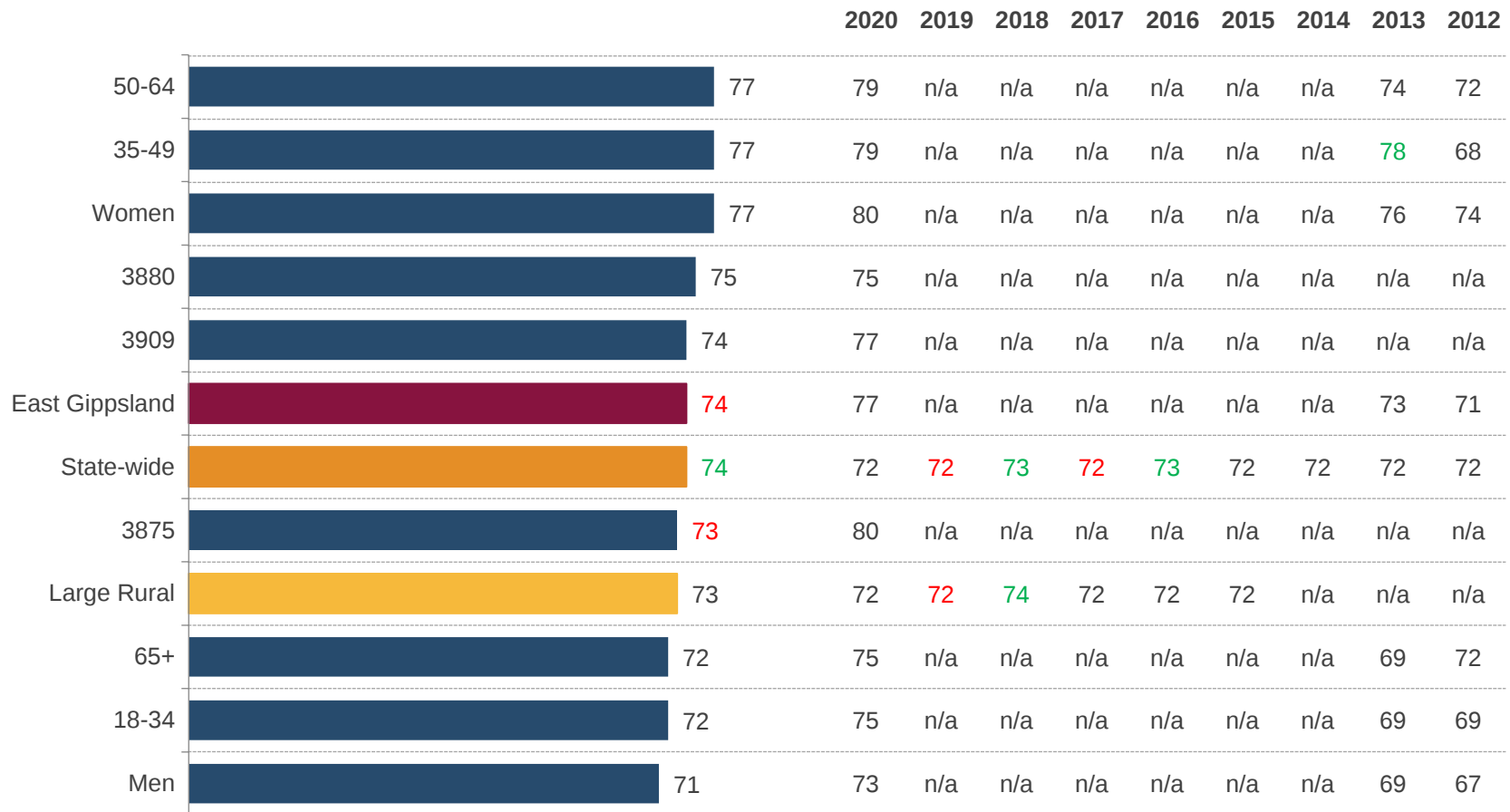




Recreational facilities importance



2021 recreational facilities importance (index scores)



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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8

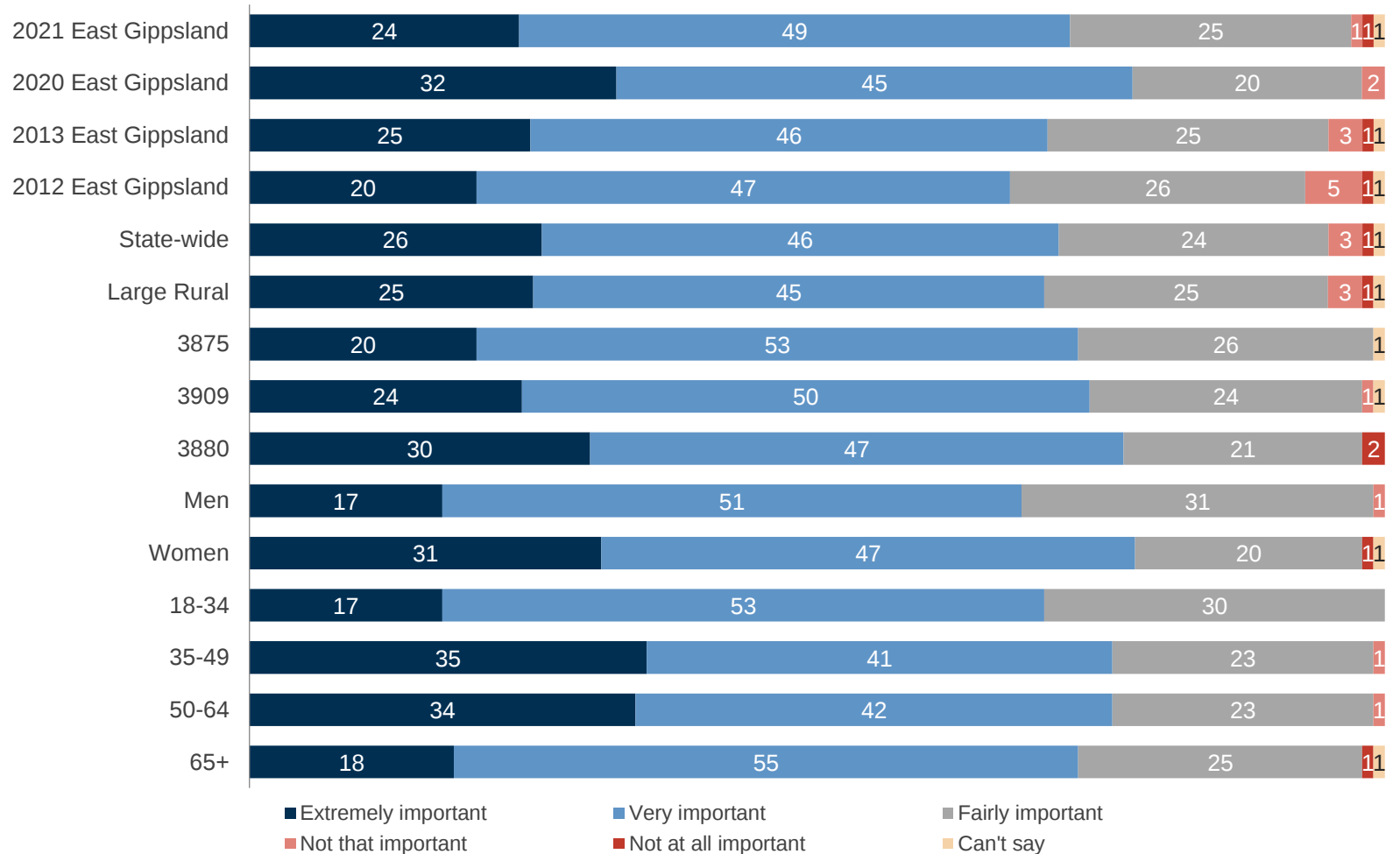
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2021 recreational facilities importance (%)





Recreational facilities performance



2021 recreational facilities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	71▲	70	70	69	70	69	70	71	70	70
3875	71	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	70	74	n/a	n/a	n/a	n/a	n/a	68	71	70
18-34	70	66	n/a	n/a	n/a	n/a	n/a	73	67	68
3909	68	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	68	67	68	66	66	65	66	n/a	n/a	n/a
Women	67	71	n/a	n/a	n/a	n/a	n/a	68	65	66
East Gippsland	67	71	n/a	n/a	n/a	n/a	n/a	69	65	67
3880	67	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	71	n/a	n/a	n/a	n/a	n/a	70	66	68
50-64	63	70	n/a	n/a	n/a	n/a	n/a	70	66	66
35-49	60▼	69	n/a	n/a	n/a	n/a	n/a	65	57	63

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

Base: All respondents. Councils asked state-wide: 42 Councils asked group: 10

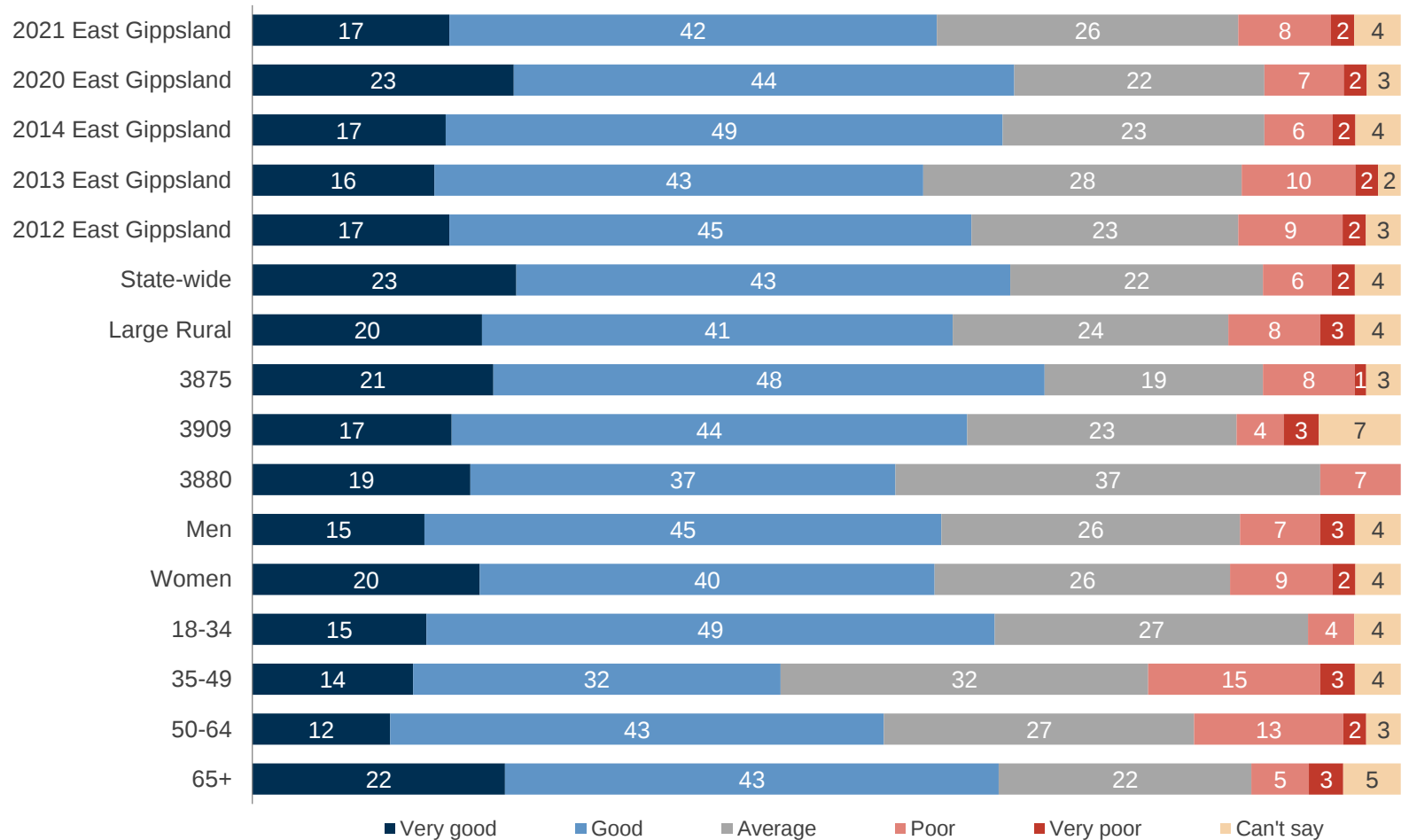
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)

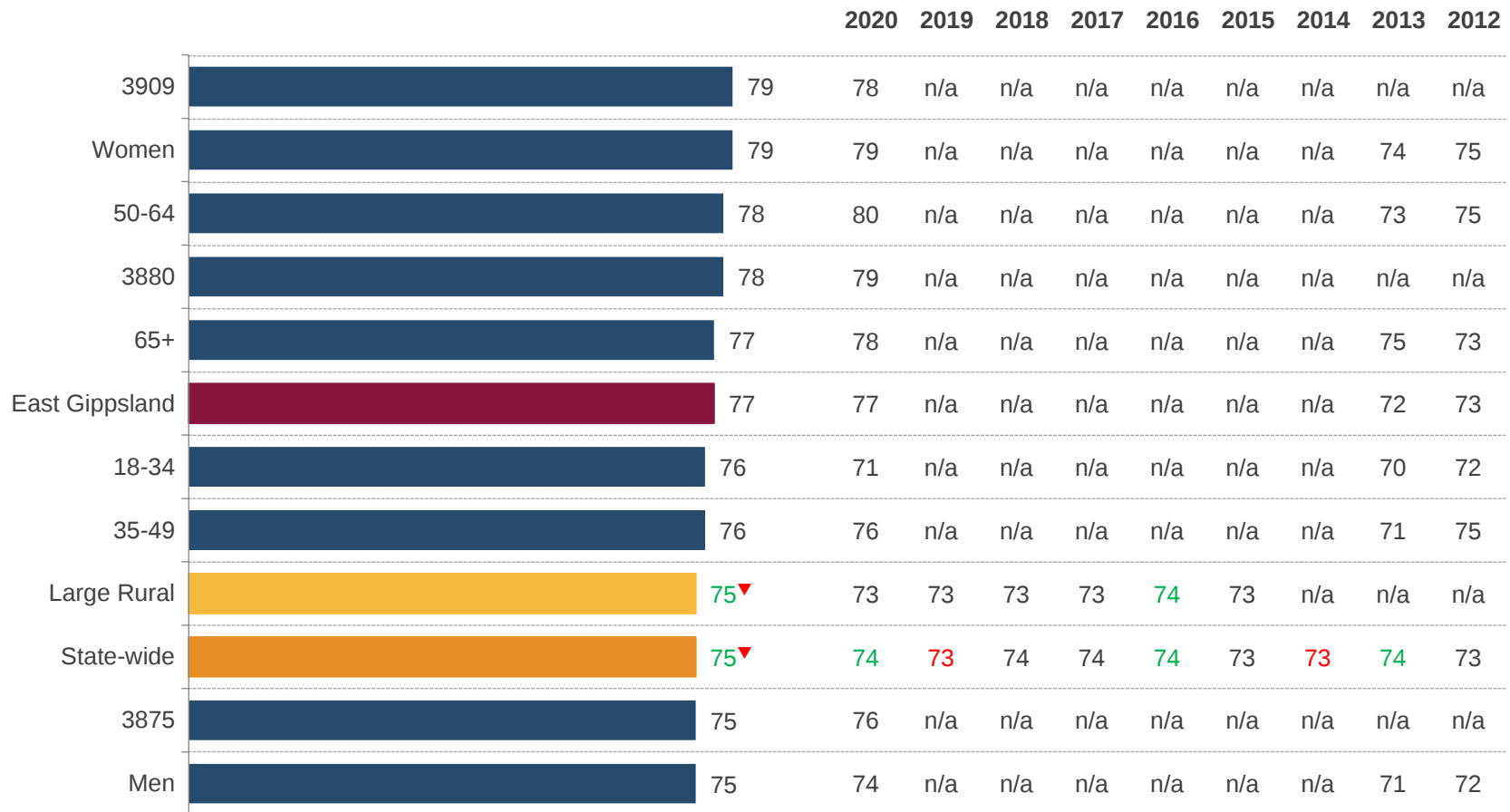




The appearance of public areas importance



2021 public areas importance (index scores)



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: 8

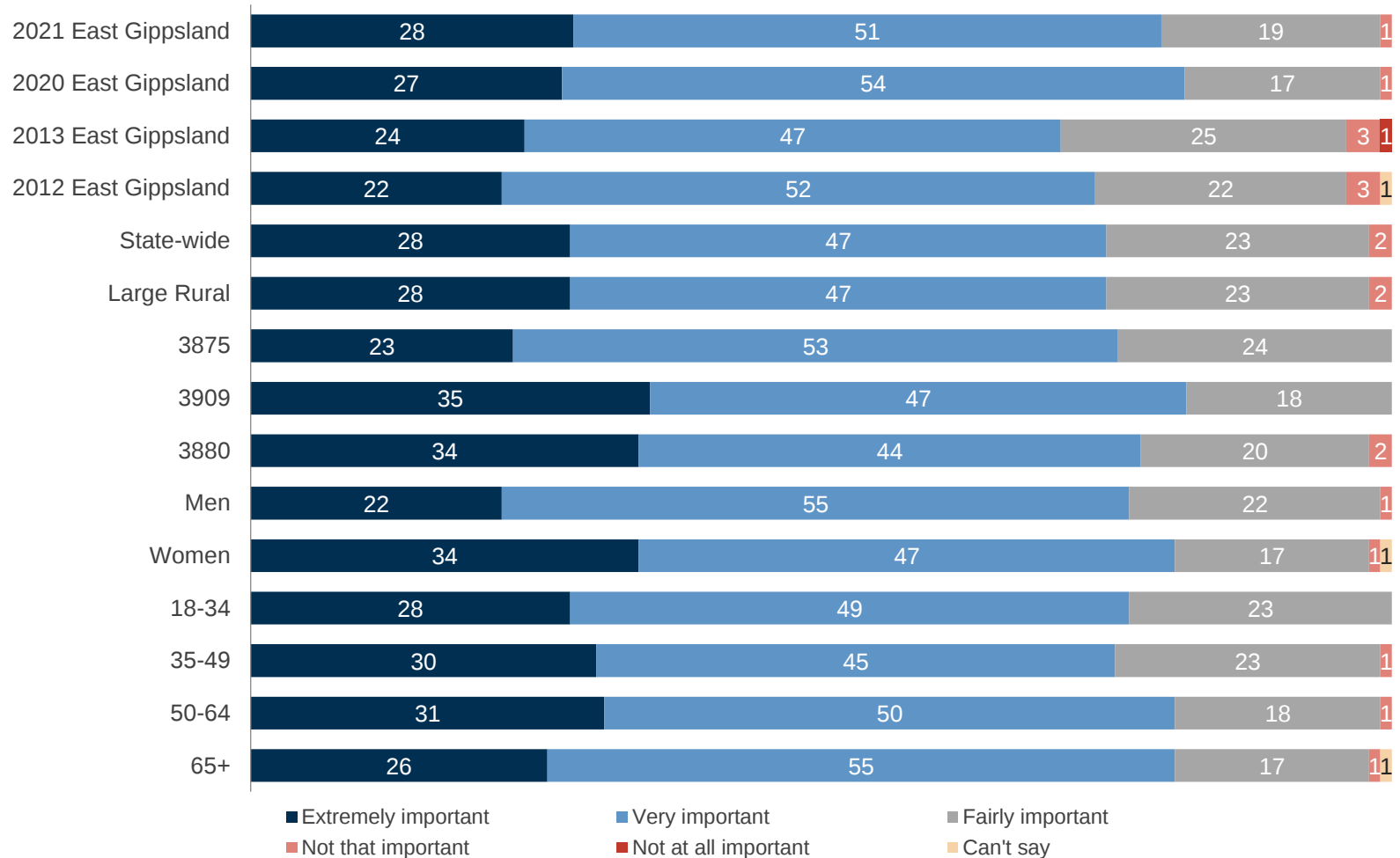
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2021 public areas importance (%)





The appearance of public areas performance



2021 public areas performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	73▲	72	72	71	71	71	72	72	71	71
3909	73	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71	71	n/a	n/a	n/a	n/a	n/a	74	71	65
Large Rural	70	71	70	69	69	69	69	n/a	n/a	n/a
3880	70	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	70	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	70	74	n/a	n/a	n/a	n/a	n/a	72	70	72
East Gippsland	69	74	n/a	n/a	n/a	n/a	n/a	72	70	71
50-64	69	76	n/a	n/a	n/a	n/a	n/a	71	70	72
65+	69	77	n/a	n/a	n/a	n/a	n/a	71	71	73
Men	69	74	n/a	n/a	n/a	n/a	n/a	72	70	69
35-49	68	70	n/a	n/a	n/a	n/a	n/a	74	68	73

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

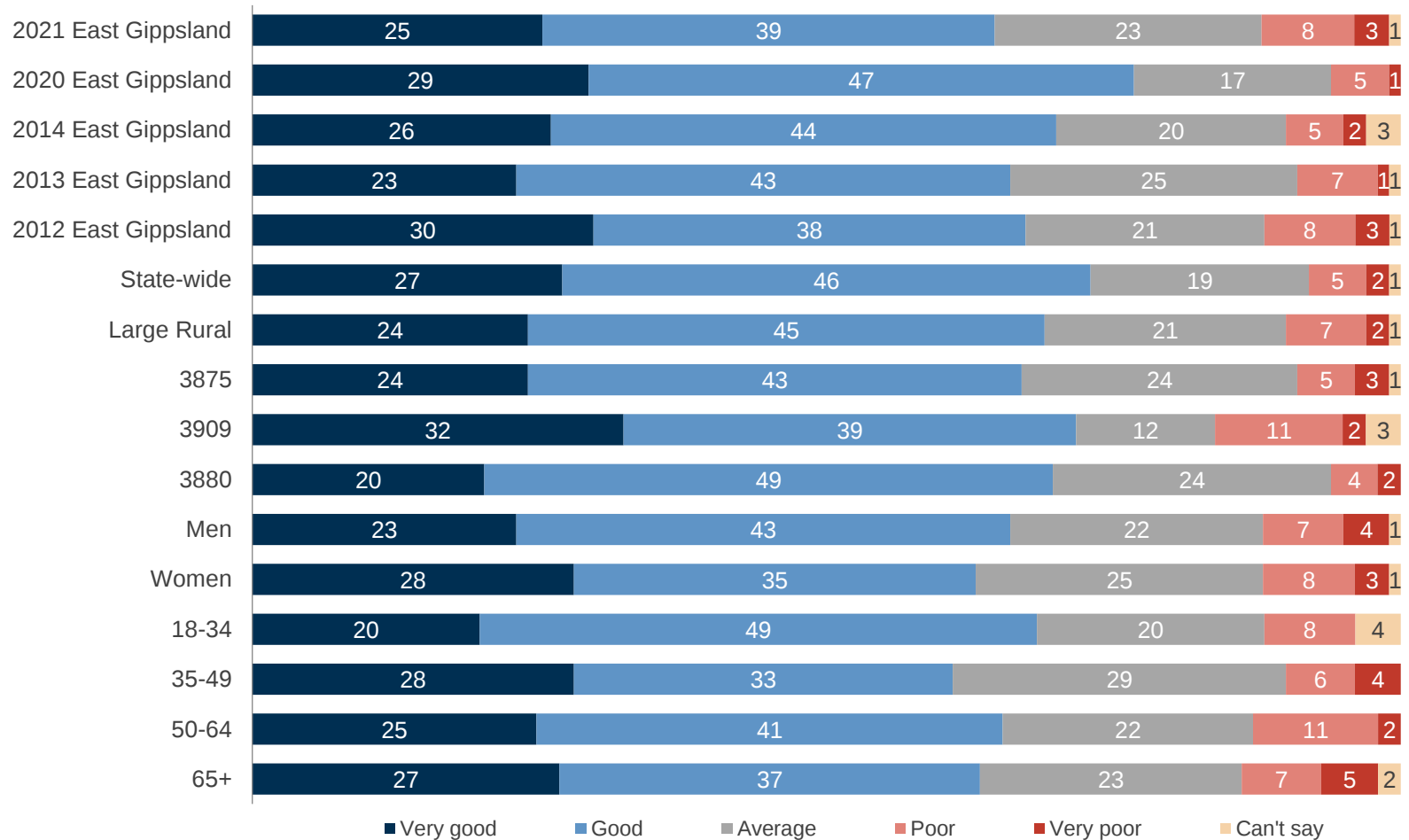
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 public areas performance (%)

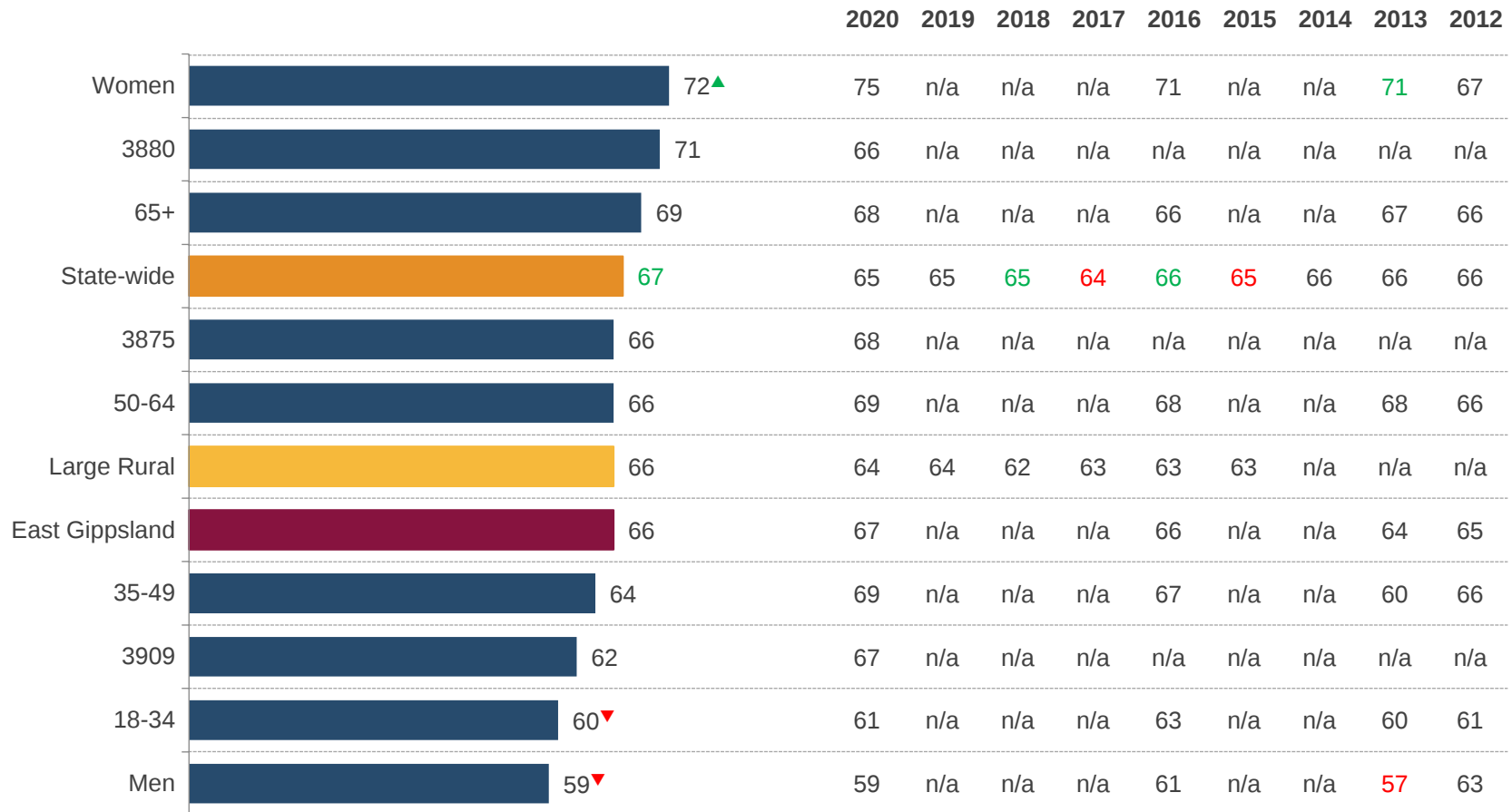




Art centres and libraries importance



2021 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: 3

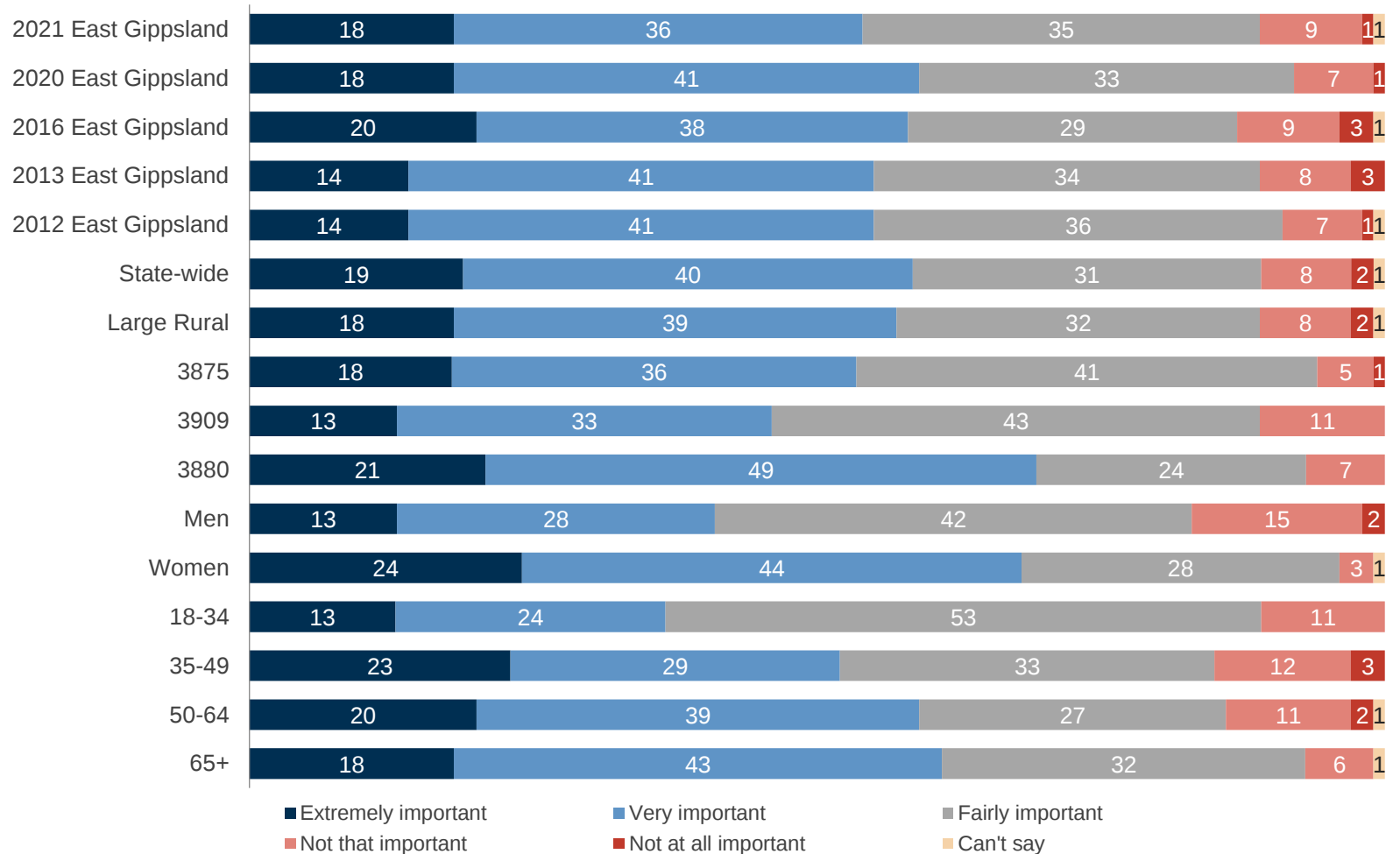
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2021 art centres and libraries importance (%)





Art centres and libraries performance



2021 art centres and libraries performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	76▲	78	n/a	n/a	n/a	74	n/a	74	73	72
Women	75	77	n/a	n/a	n/a	77	n/a	73	69	70
3875	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	74	74	74	73	72	73	75	73	73
Large Rural	73	72	73	71	70	70	73	n/a	n/a	n/a
East Gippsland	72	75	n/a	n/a	n/a	74	n/a	73	68	70
3909	71	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	71	72	n/a	n/a	n/a	75	n/a	73	67	70
3880	71	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	75	n/a	n/a	n/a	73	n/a	77	66	69
Men	70	73	n/a	n/a	n/a	72	n/a	74	68	70
50-64	66▼	73	n/a	n/a	n/a	75	n/a	70	67	68

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

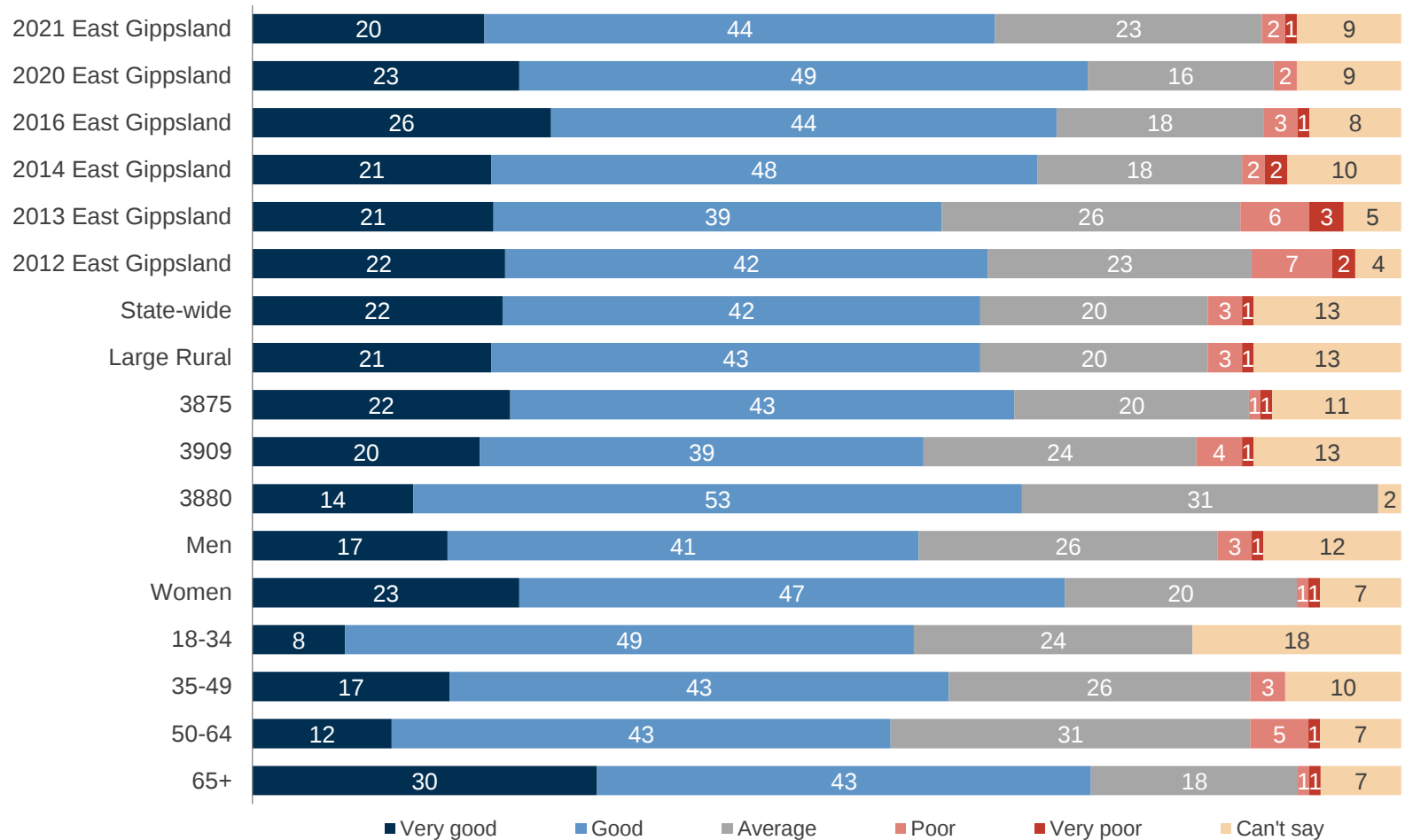
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2021 art centres and libraries performance (%)





Waste management importance



2021 waste management importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	85	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	84	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	83	84	n/a	n/a	n/a	n/a	n/a	n/a	79	78
50-64	83	83	n/a	n/a	n/a	n/a	n/a	n/a	79	78
State-wide	82	82	81	81	79	80	79	79	79	78
65+	82	84	n/a	n/a	n/a	n/a	n/a	n/a	79	79
East Gippsland	81	82	n/a	n/a	n/a	n/a	n/a	n/a	77	77
Large Rural	81	81	80	81	78	79	78	n/a	n/a	n/a
35-49	79	82	n/a	n/a	n/a	n/a	n/a	n/a	74	77
Men	79	79	n/a	n/a	n/a	n/a	n/a	n/a	76	77
3875	79	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	78	75	n/a	n/a	n/a	n/a	n/a	n/a	76	75

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

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

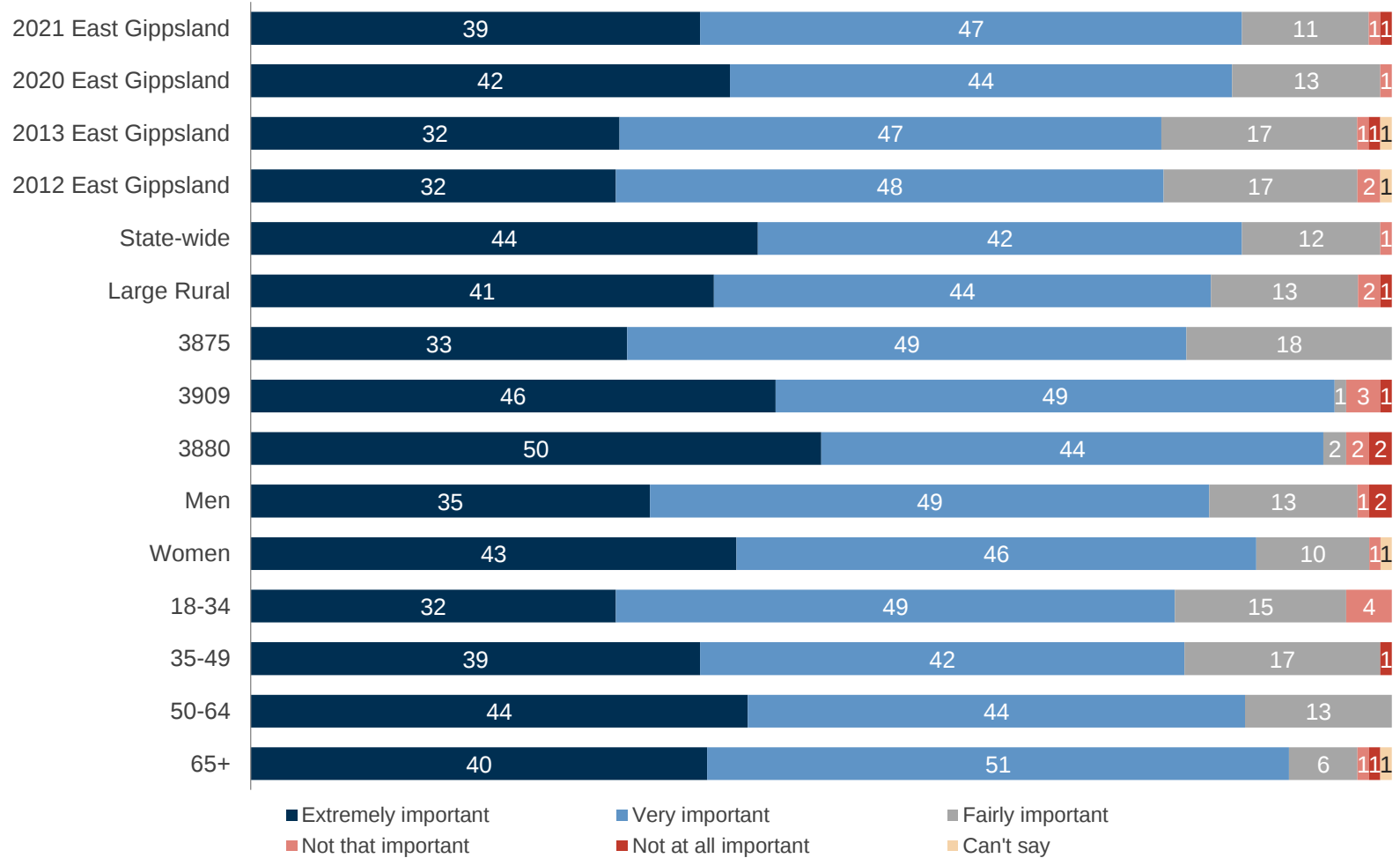
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2021 waste management importance (%)

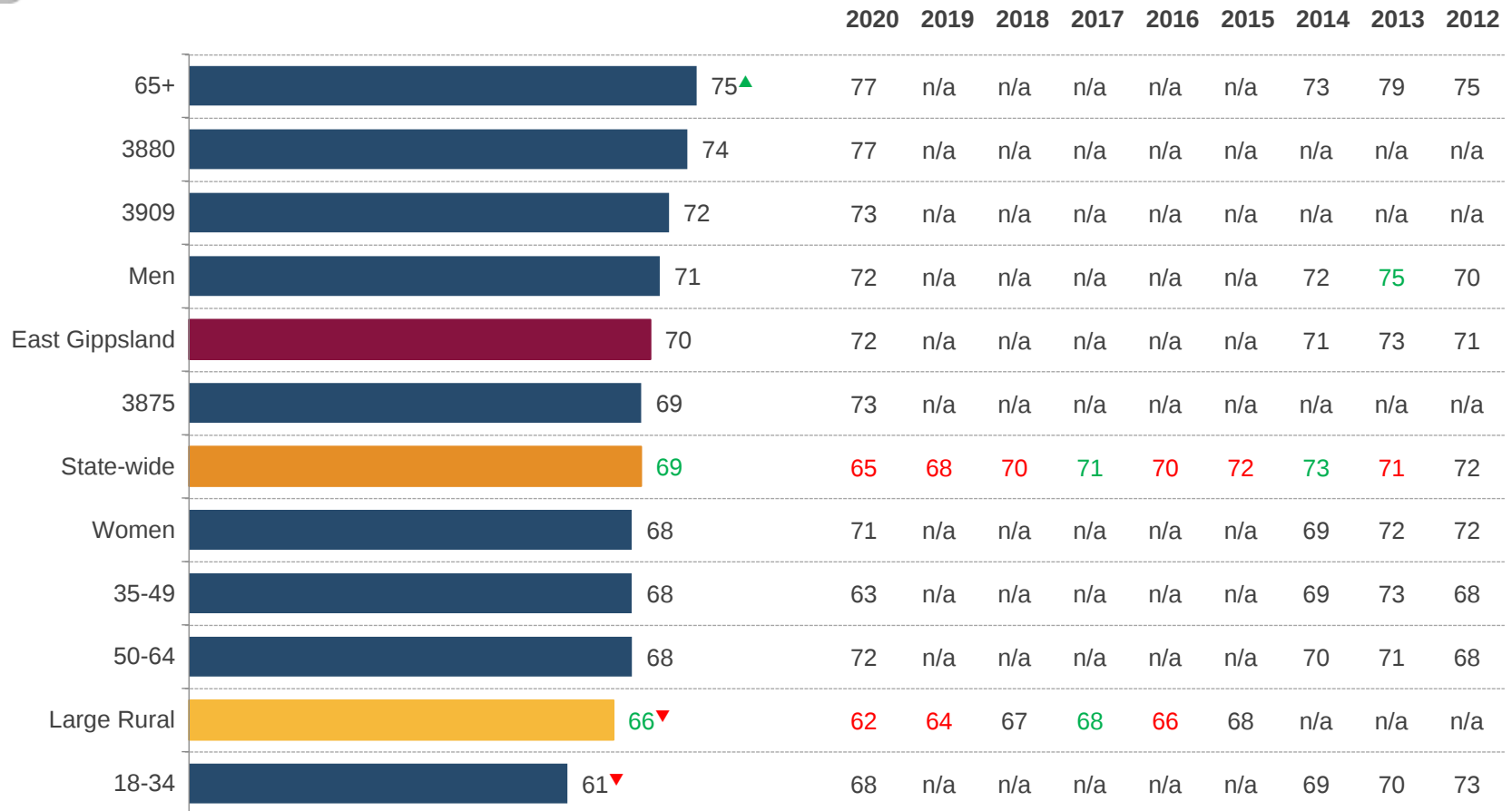




Waste management performance



2021 waste management performance (index scores)



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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

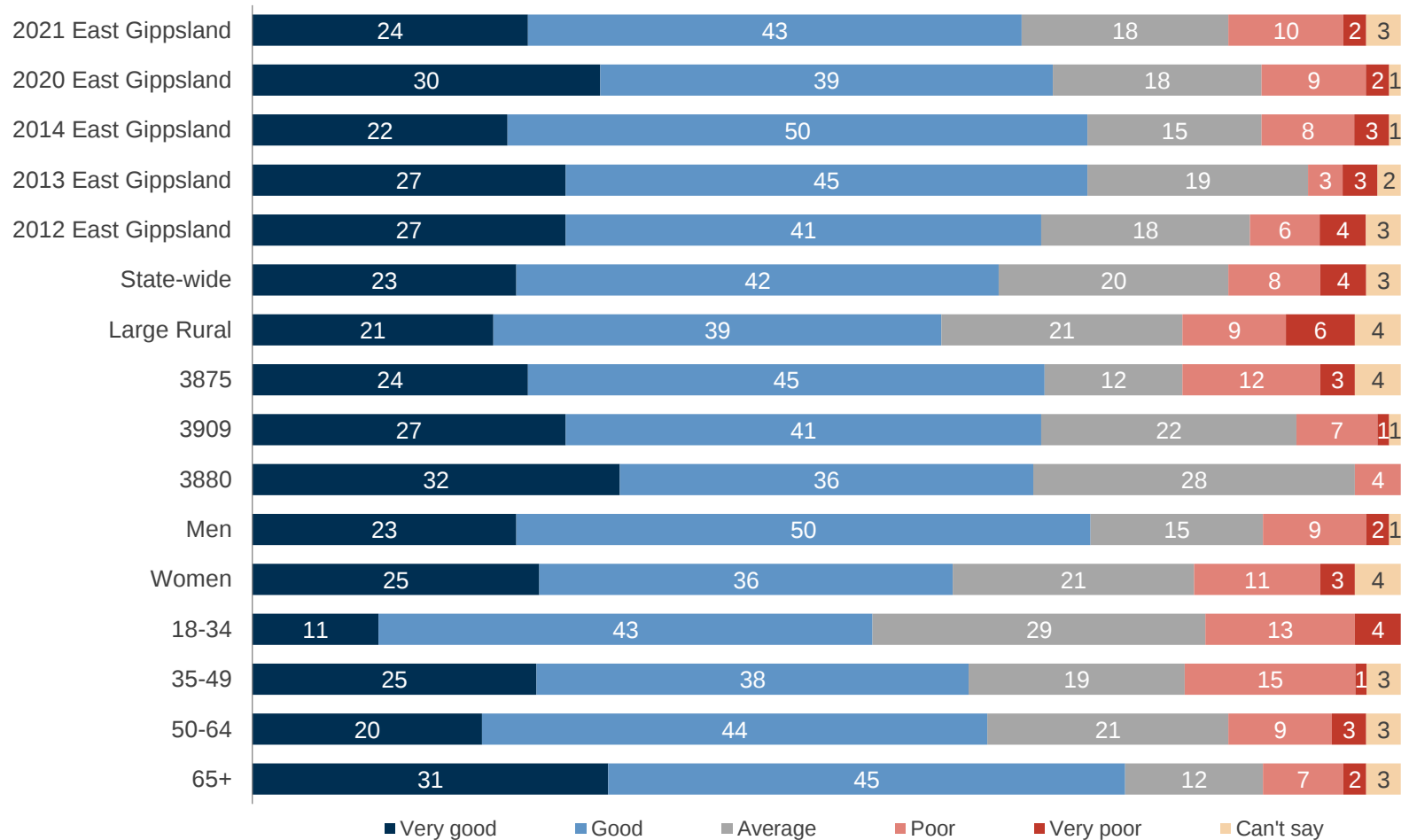
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



Business and community development and tourism importance



2021 business/development/tourism importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
3909	85▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84▲	n/a	n/a	n/a	n/a	73	n/a	n/a	73	74
35-49	81	n/a	n/a	n/a	n/a	80	n/a	n/a	75	77
Women	78	n/a	n/a	n/a	n/a	76	n/a	n/a	77	77
East Gippsland	78	n/a	n/a	n/a	n/a	74	n/a	n/a	74	75
Men	77	n/a	n/a	n/a	n/a	73	n/a	n/a	72	72
3880	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	n/a	n/a	n/a	n/a	74	n/a	n/a	74	75
65+	75	n/a	n/a	n/a	n/a	72	n/a	n/a	75	72
Large Rural	71▼	68	64	65	67	69	70	n/a	n/a	n/a
State-wide	70▼	67	65	66	67	67	67	67	67	66

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

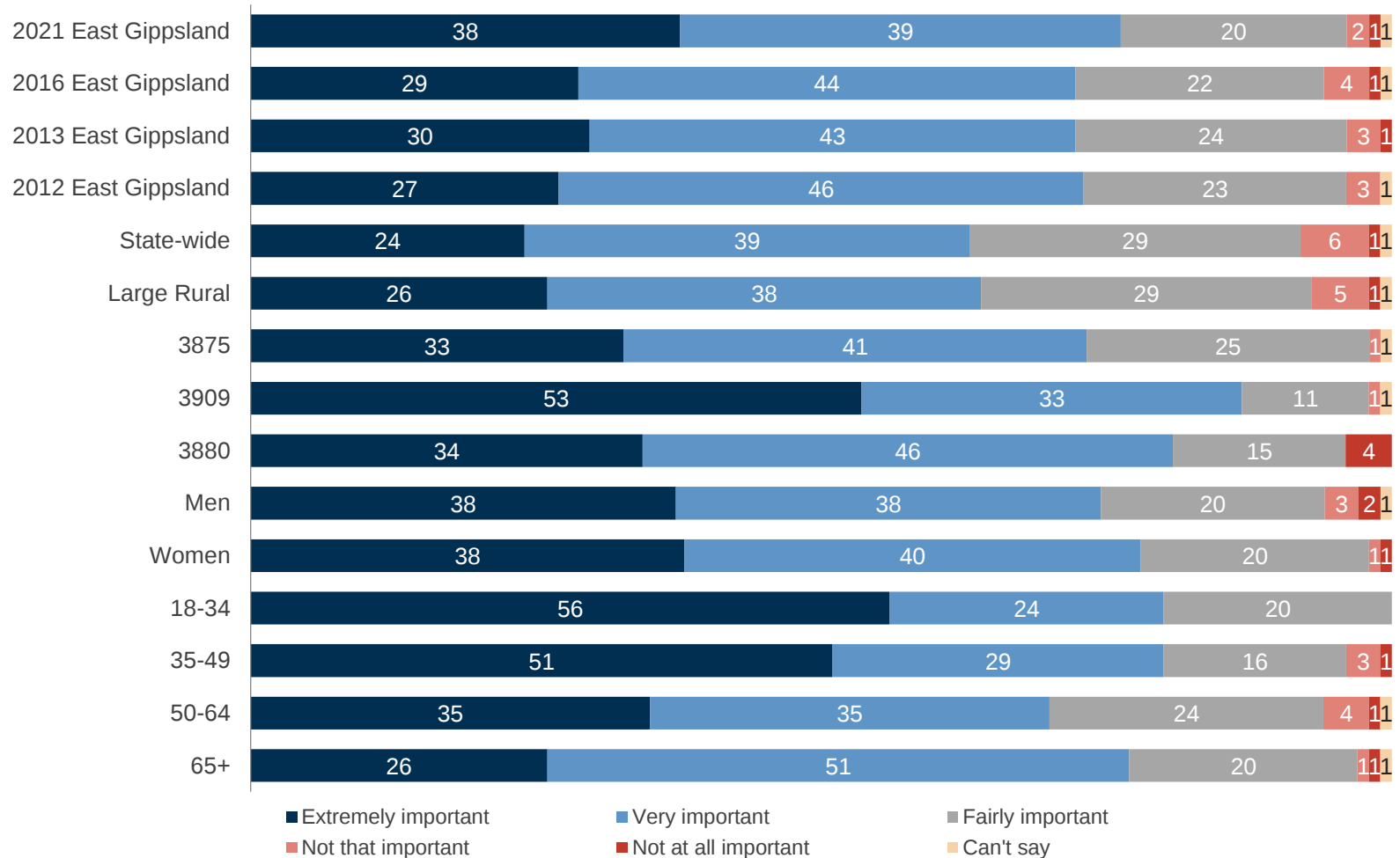
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6

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

Business and community development and tourism importance



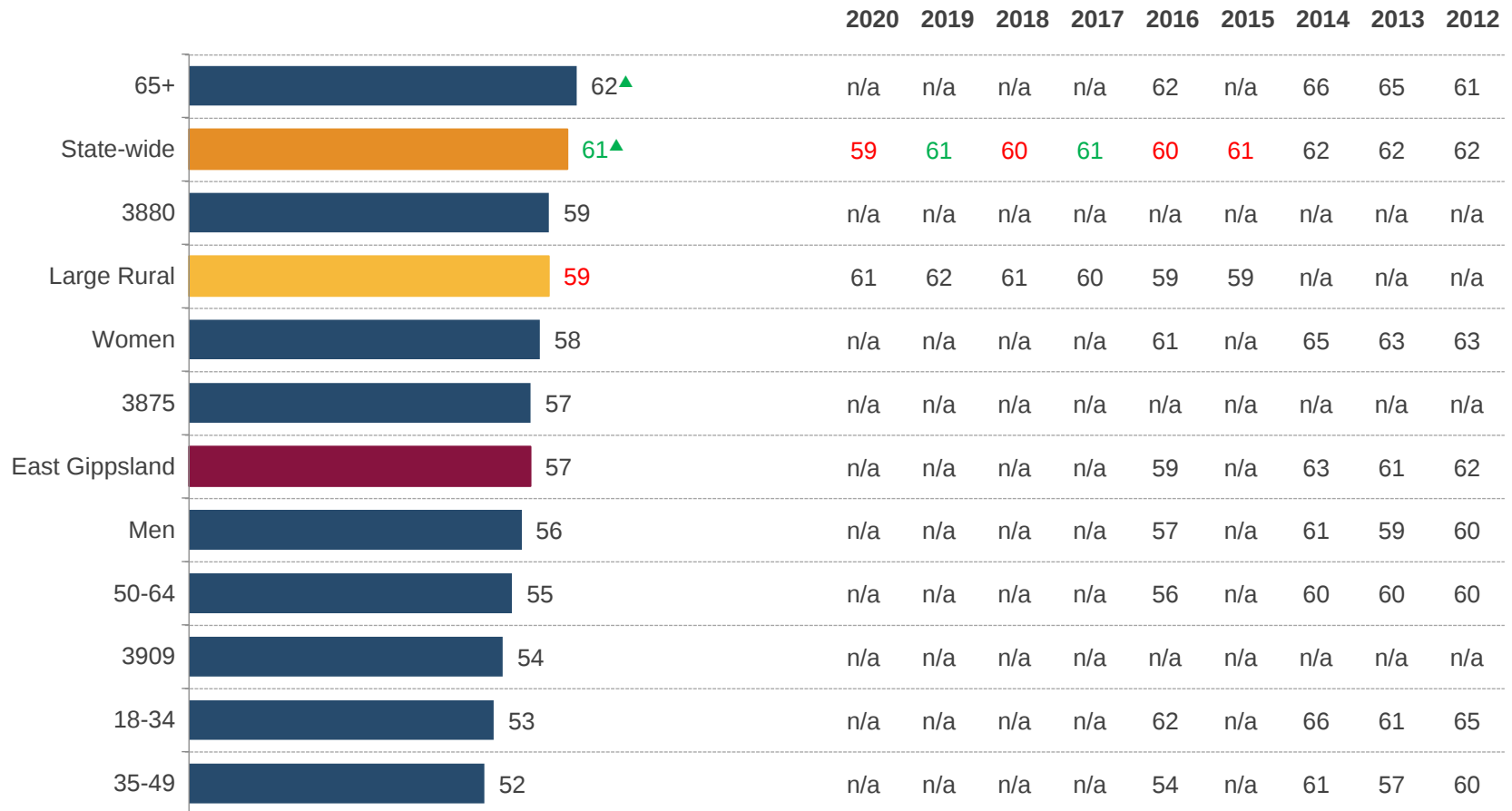
2021 business/development/tourism importance (%)



Business and community development and tourism performance



2021 business/development/tourism performance (index scores)



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

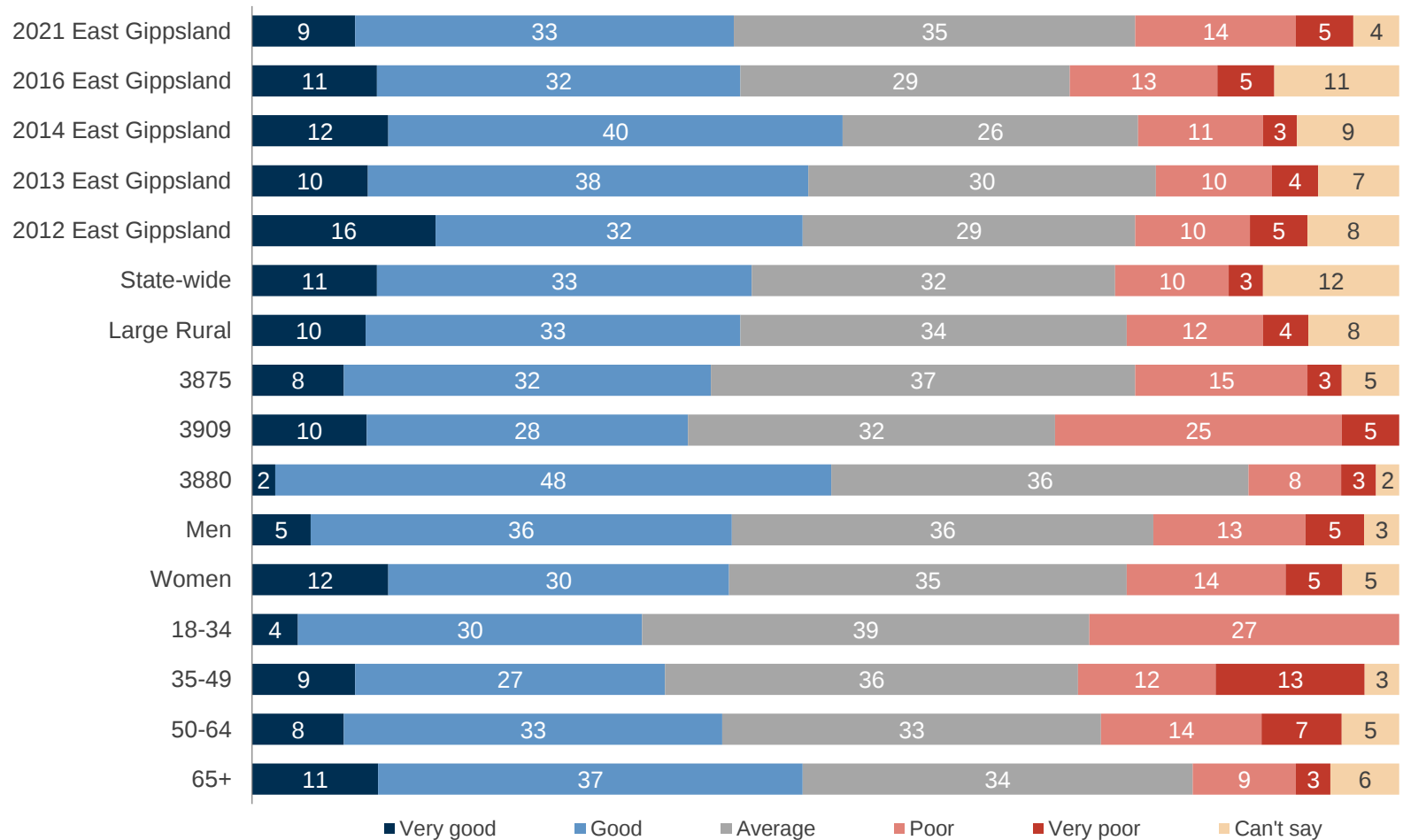
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8

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

Business and community development and tourism performance



2021 business/development/tourism performance (%)





Planning and building permits importance



2021 planning and building permits importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
3909	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	n/a	n/a	n/a	n/a	71	n/a	n/a	n/a	n/a
50-64	73	n/a	n/a	n/a	n/a	73	n/a	n/a	n/a	n/a
Large Rural	73	71	71	70	72	70	71	n/a	n/a	n/a
3875	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	71	71	71	72	71	71	71	71	71
East Gippsland	72	n/a	n/a	n/a	n/a	69	n/a	n/a	n/a	n/a
18-34	71	n/a	n/a	n/a	n/a	65	n/a	n/a	n/a	n/a
65+	71	n/a	n/a	n/a	n/a	70	n/a	n/a	n/a	n/a
35-49	71	n/a	n/a	n/a	n/a	67	n/a	n/a	n/a	n/a
Men	69	n/a	n/a	n/a	n/a	67	n/a	n/a	n/a	n/a
3880	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

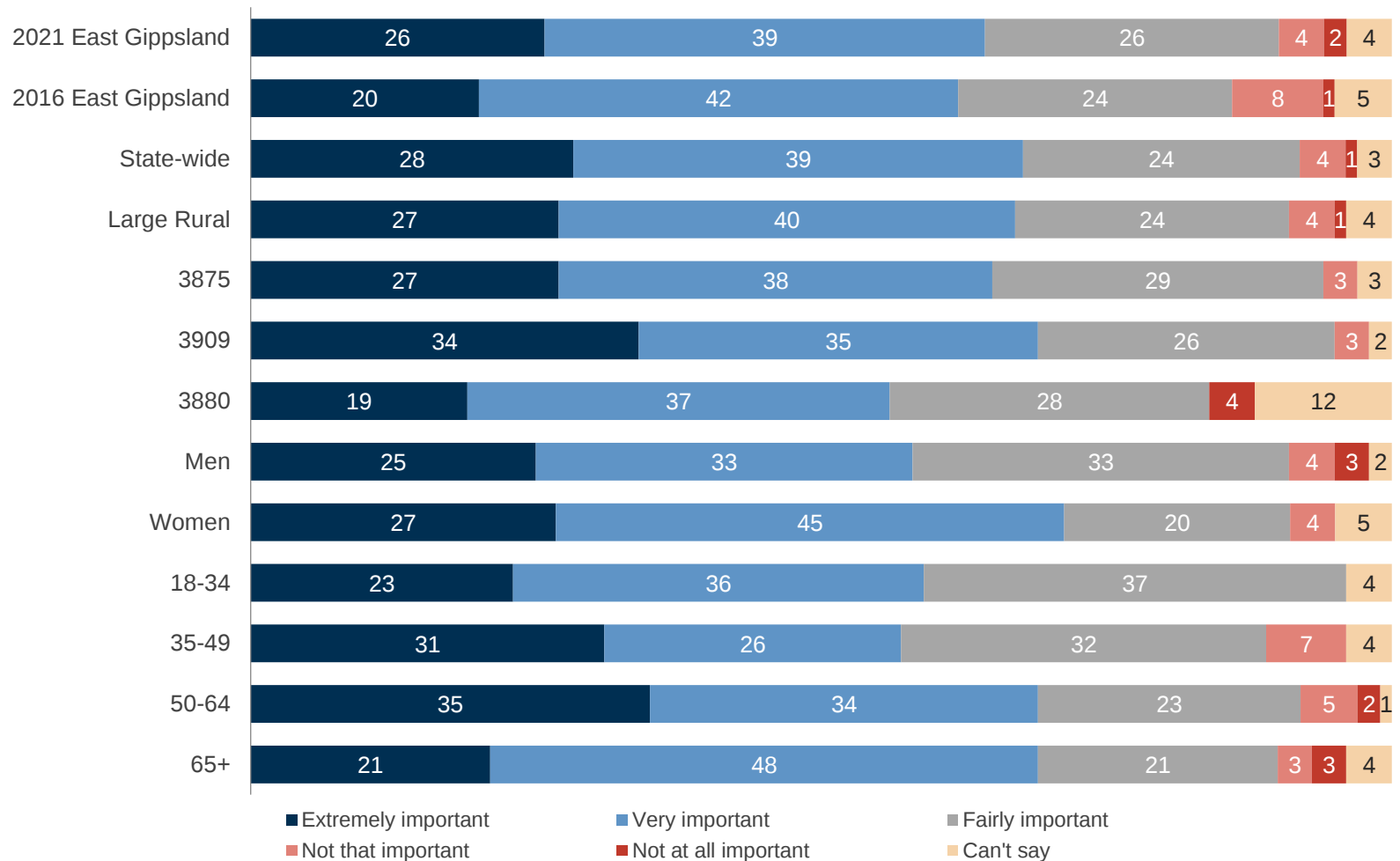
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits importance



2021 planning and building permits importance (%)





Planning and building permits performance



2021 planning and building permits performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	51▲	51	52	52	51	50	54	53	55	54
Large Rural	48▲	49	49	49	48	50	54	n/a	n/a	n/a
3880	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	46	n/a	n/a	n/a	n/a	46	n/a	n/a	n/a	n/a
Women	45	n/a	n/a	n/a	n/a	50	n/a	n/a	n/a	n/a
18-34	43	n/a	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
East Gippsland	42	n/a	n/a	n/a	n/a	46	n/a	n/a	n/a	n/a
3909	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	39	n/a	n/a	n/a	n/a	42	n/a	n/a	n/a	n/a
50-64	38	n/a	n/a	n/a	n/a	44	n/a	n/a	n/a	n/a
3875	37	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	36	n/a	n/a	n/a	n/a	41	n/a	n/a	n/a	n/a

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

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

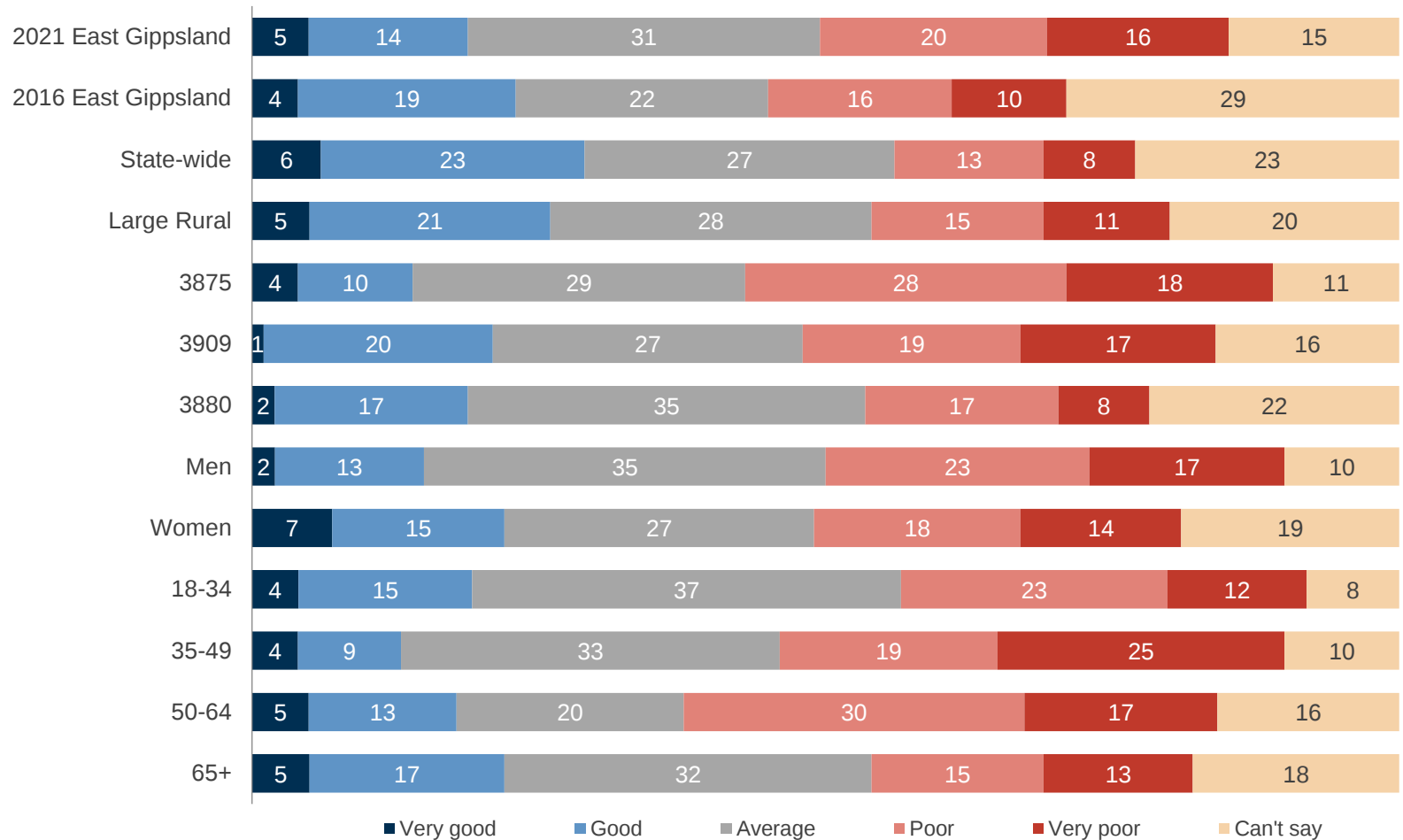
Note: Please see Appendix A for explanation of significant differences.



Planning and building permits performance



2021 planning and building permits performance (%)

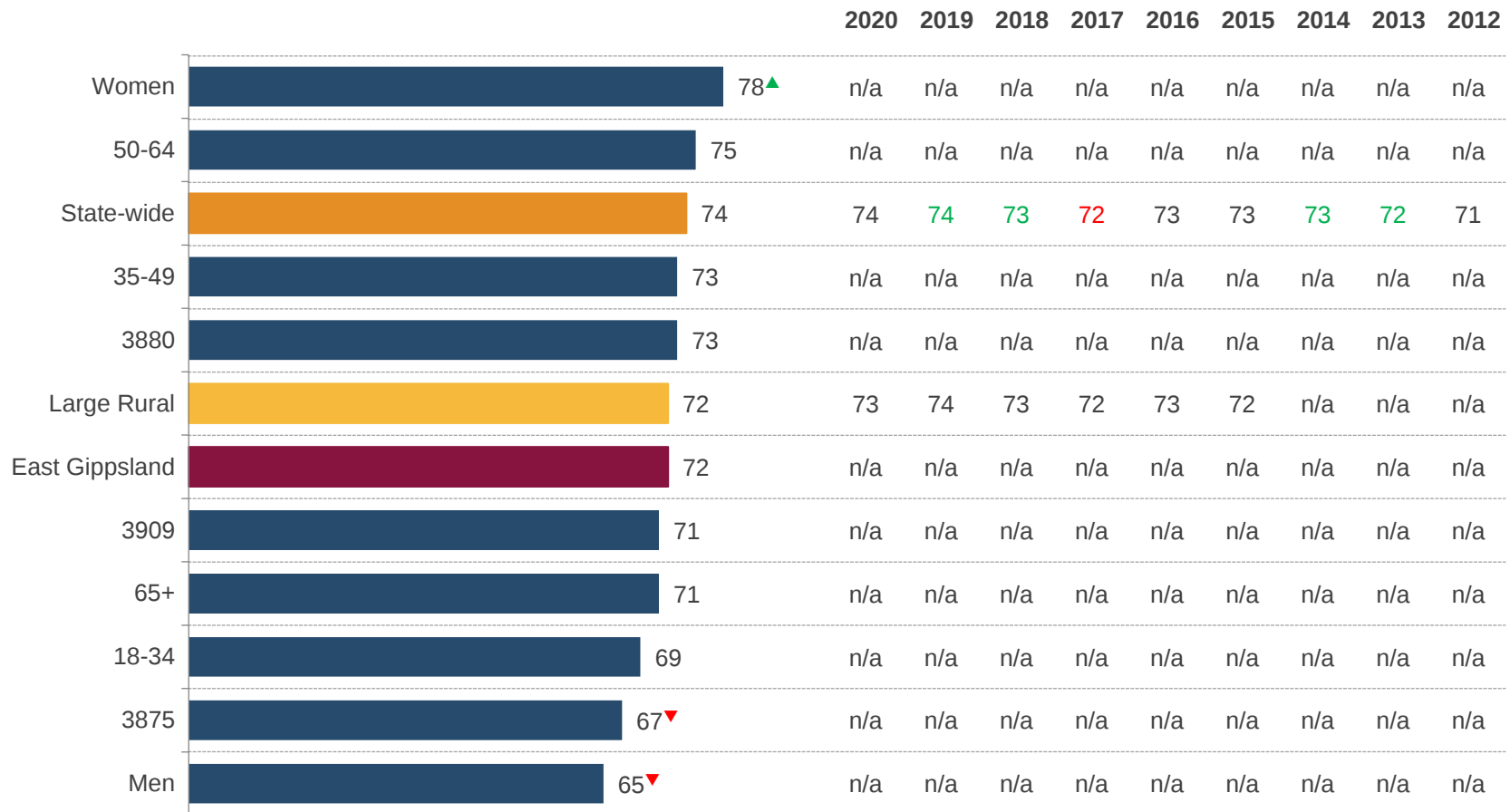




Environmental sustainability importance



2021 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: 26 Councils asked group: 7

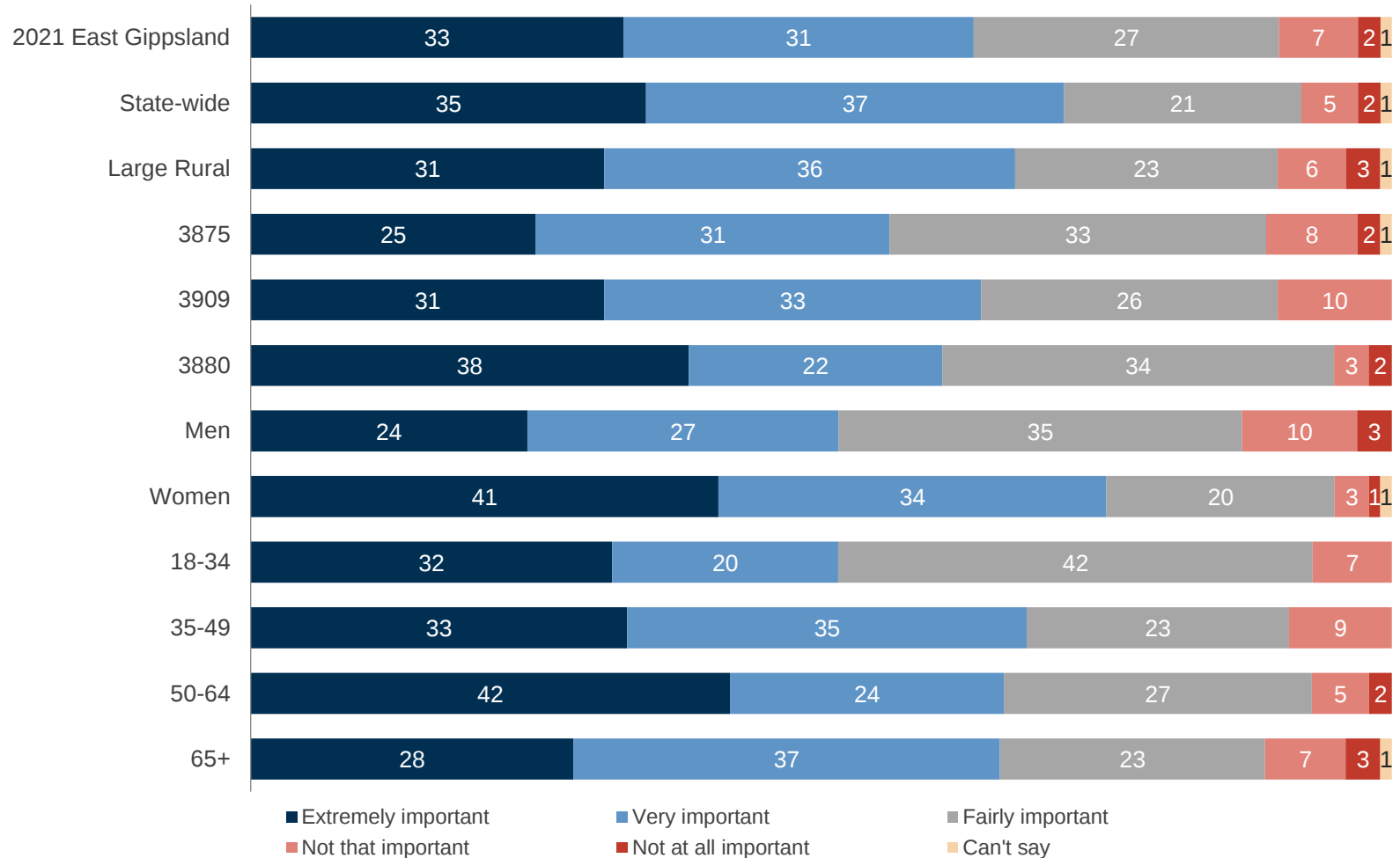
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2021 environmental sustainability importance (%)





Environmental sustainability performance



2021 environmental sustainability performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	62▲	60	62	63	64	63	64	64	64	64
Large Rural	61▲	60	61	61	62	62	64	n/a	n/a	n/a
3880	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	61▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	n/a	n/a	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: 34 Councils asked group: 10

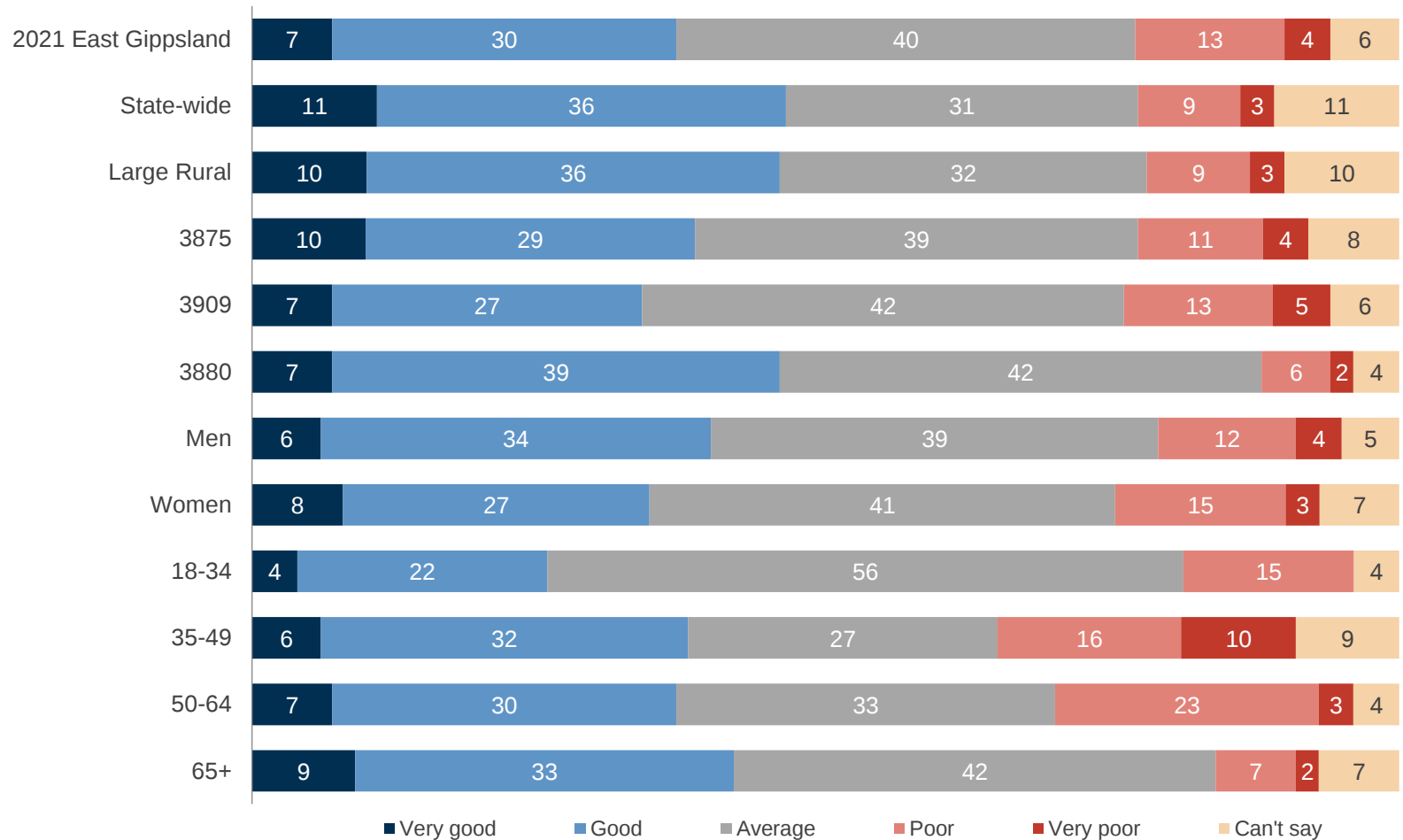
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)





Emergency and disaster management importance



2021 emergency and disaster management importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	87	89	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3880	87	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	86	88	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	84	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	83	88	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	83	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	83	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	83	88	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81▼	80	81	81	80	80	80	80	80	80
Large Rural	81▼	81	82	82	81	81	81	n/a	n/a	n/a
Men	80▼	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

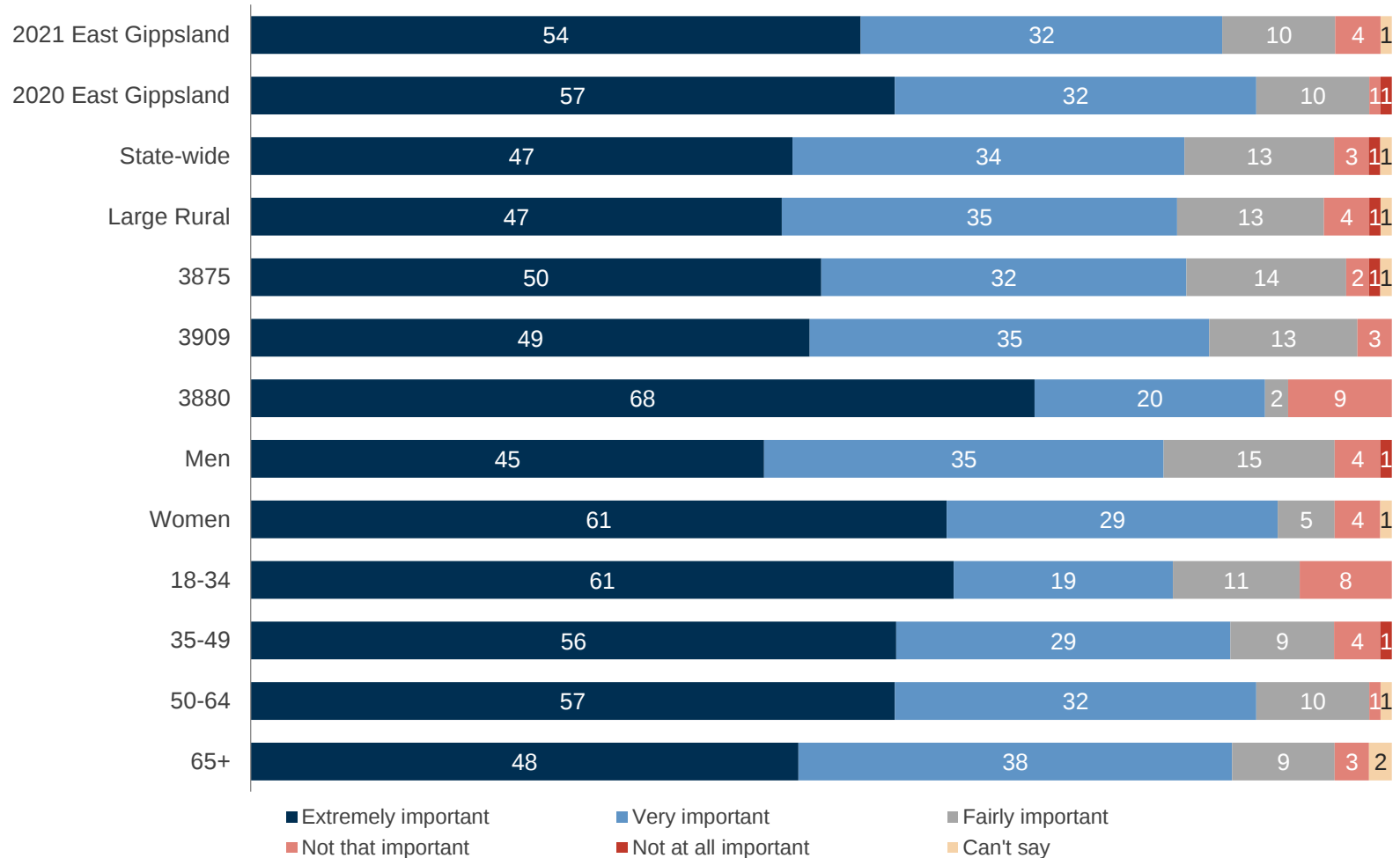
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2021 emergency and disaster management importance (%)





Emergency and disaster management performance



2021 emergency and disaster management performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	74	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	71	69	72	71	70	70	71	n/a	n/a	n/a
State-wide	71	68	72	71	70	69	70	71	70	70
East Gippsland	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	67	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	67	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	65	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	65	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

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

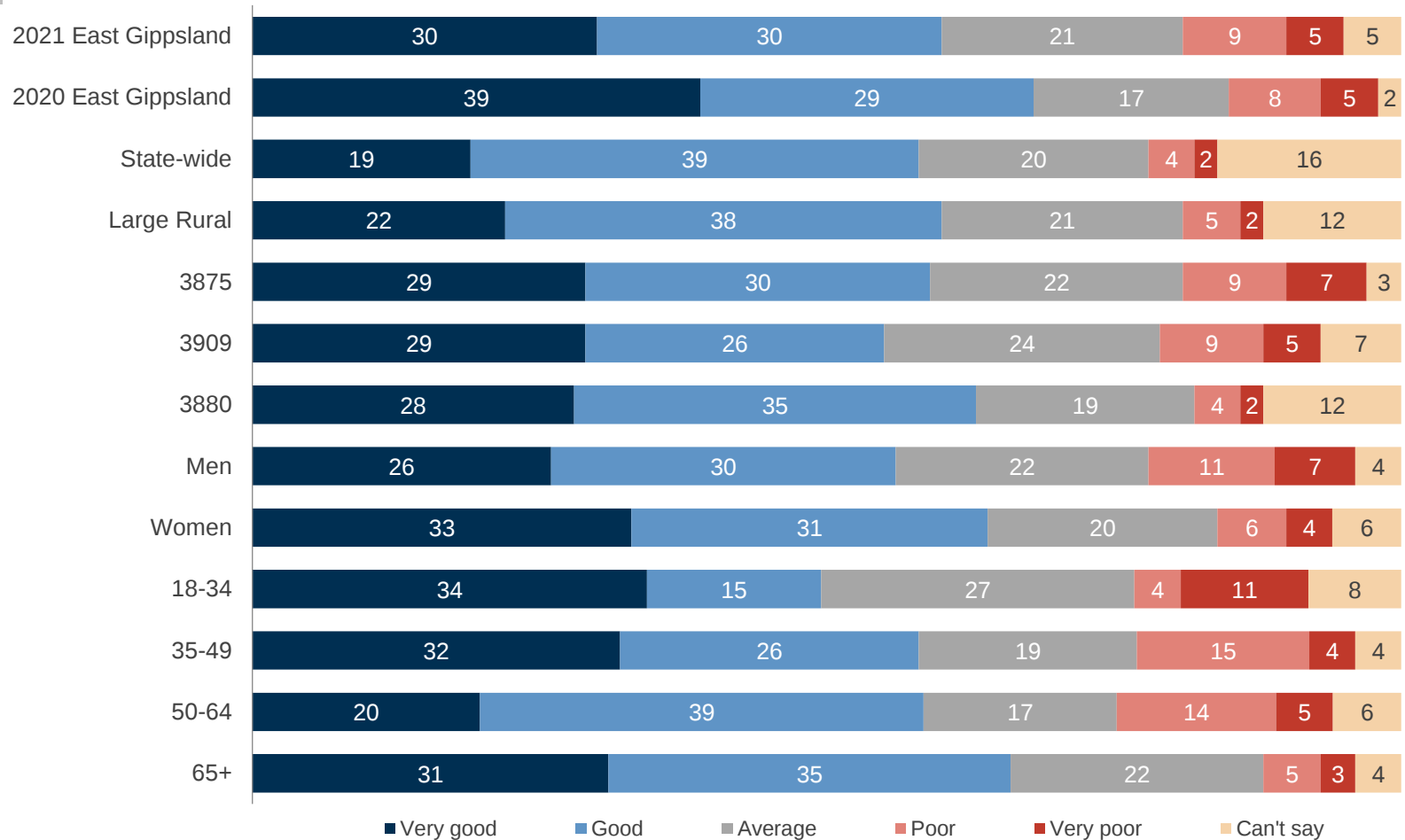
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2021 emergency and disaster management performance (%)

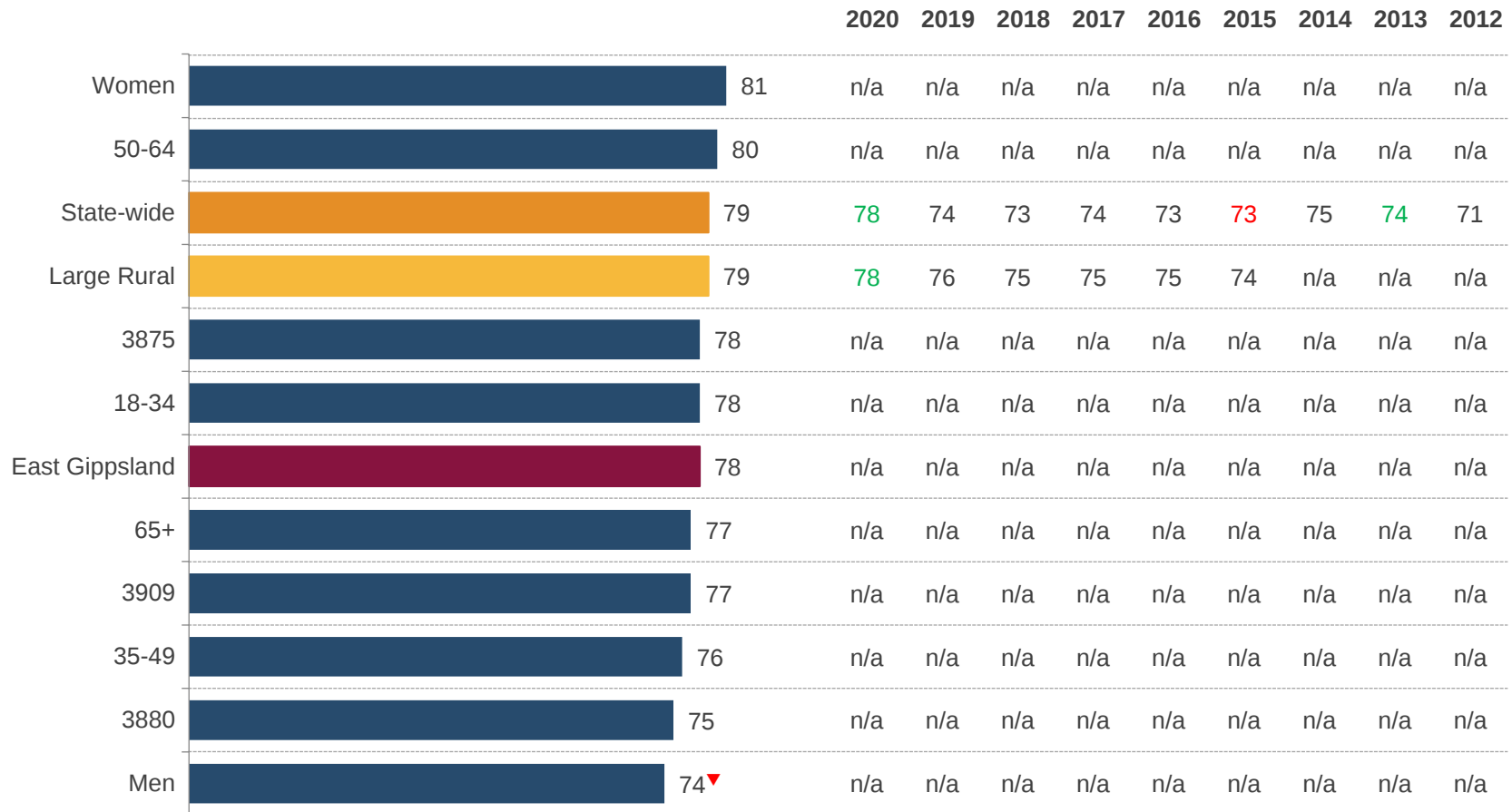




Roadside slashing and weed control importance



2021 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: 8 Councils asked group: 5

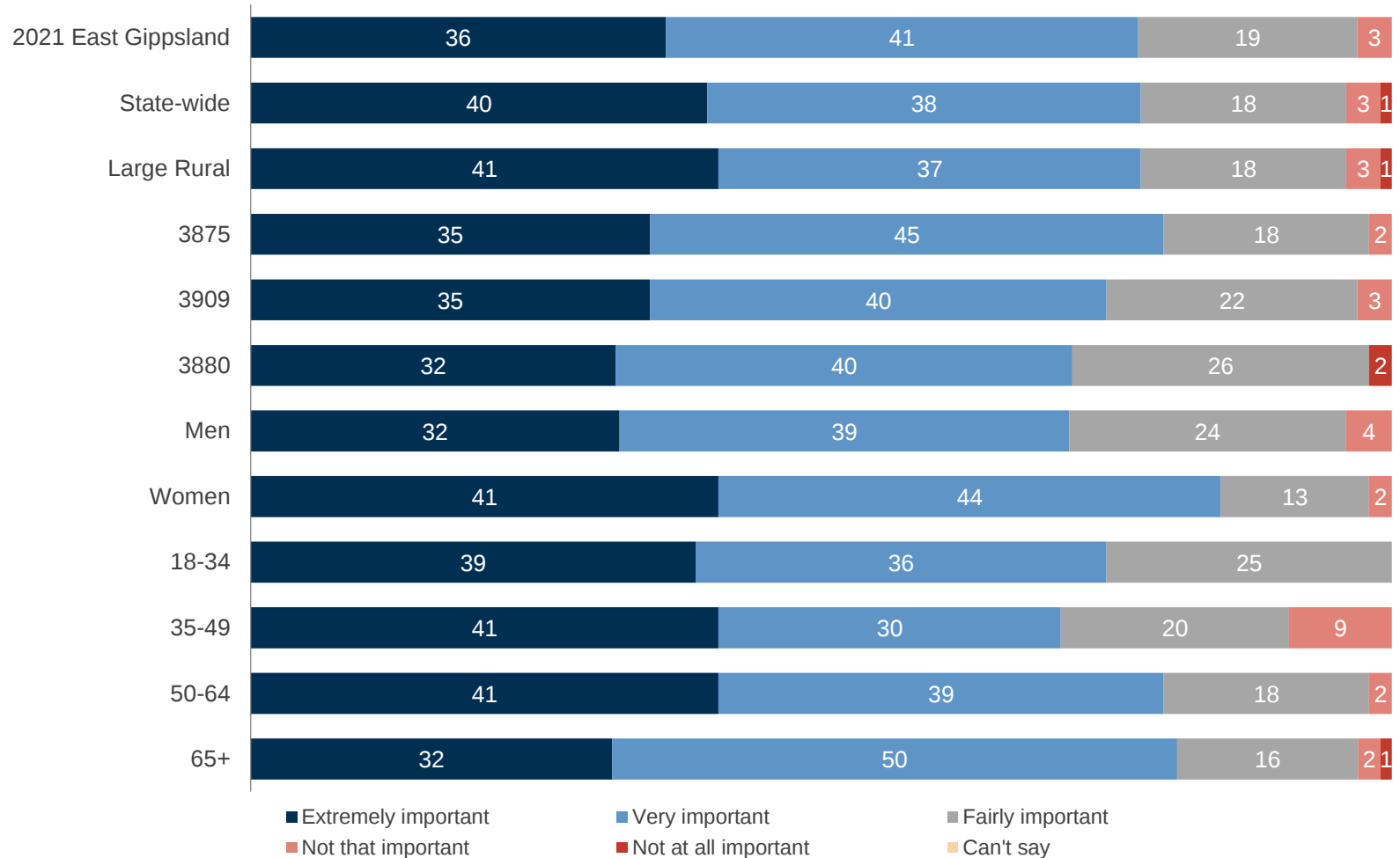
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control importance



2021 roadside slashing and weed control importance (%)





Roadside slashing and weed control performance



2021 roadside slashing and weed control performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3880	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	51	49	56	55	53	56	55	55	56	61
Large Rural	51	48	52	51	50	54	53	n/a	n/a	n/a
35-49	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 6

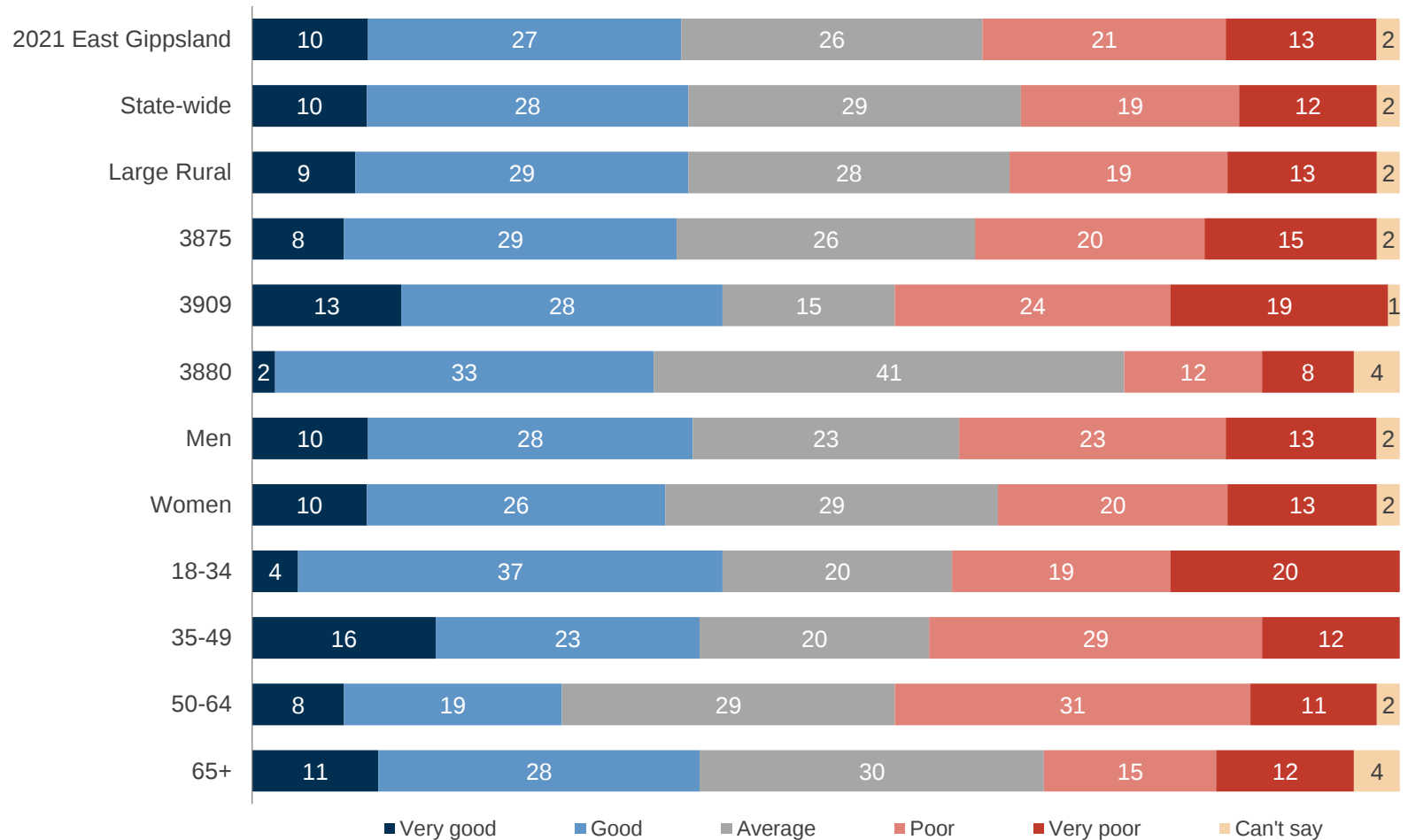
Note: Please see Appendix A for explanation of significant differences.



Roadside slashing and weed control performance



2021 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 image of a crowd of people, possibly at a sporting event or a public gathering, with some individuals wearing red and white clothing.

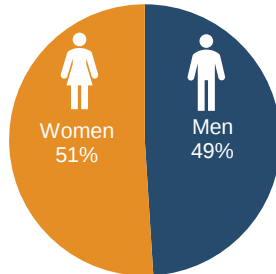
Detailed demographics



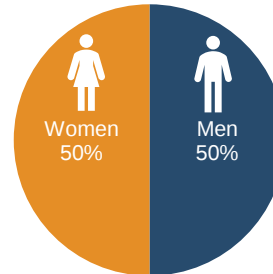
Gender and age profile

2021 gender

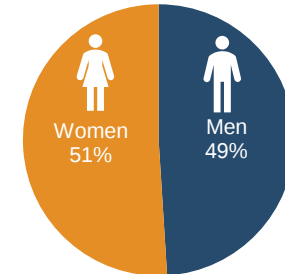
East Gippsland



Large Rural

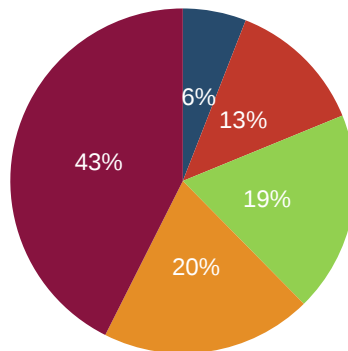


State-wide

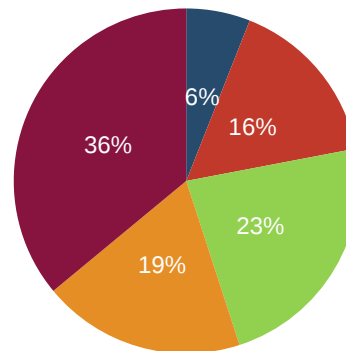


2021 age

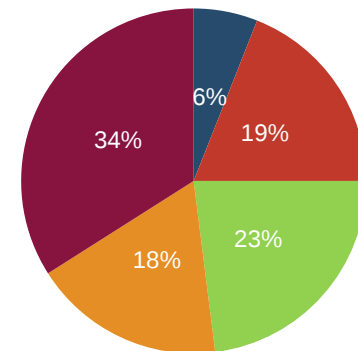
East Gippsland



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?

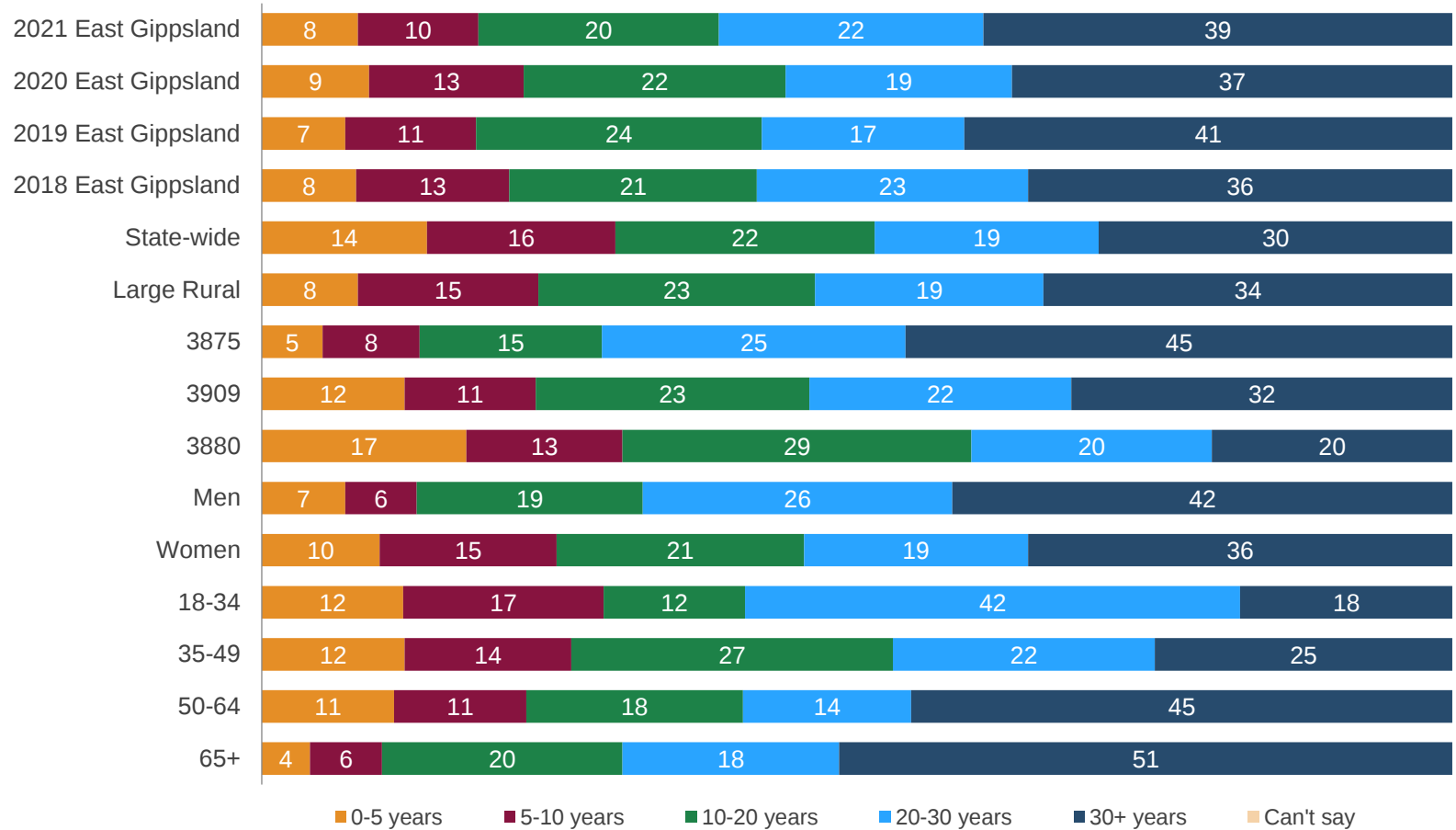
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19

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



Years lived in area

2021 years lived in area (%)



S5. How long have you lived in this area?/How long have you owned a property in this area?

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 6

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last five years of data only.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2021 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 37,690 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	176	196	+/-7.4
Women	224	204	+/-6.5
3875	140	148	+/-8.3
3909	81	82	+/-10.9
3880	44	43	+/-14.9
18-34 years	26	74	+/-19.6
35-49 years	69	74	+/-11.9
50-64 years	98	80	+/-9.9
65+ years	207	173	+/-6.8



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:

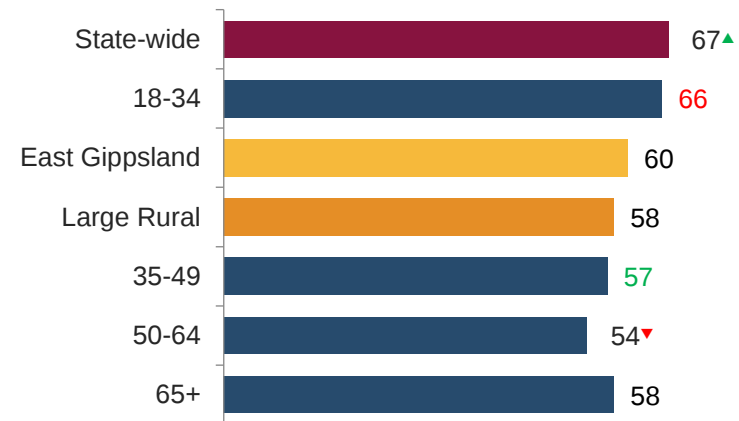
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 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 2021 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 2021 results are compared with previous years, as detailed below:

- 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.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=410 completed interviews, conducted in the period of 18th May – 30th June.

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 8th February – 21st March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 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, Campaspe, Colac Otway, Corangamite, 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 2021 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 2012-2021 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 2021 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 2021 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 2021 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: 2021 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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