



2022 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-third 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 23 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 23 years of results, the CSS offers councils a consistent, 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, resembling a map or a data visualization, overlaid on its structure.

Key findings and recommendations



East Gippsland Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



East Gippsland 52



State-wide 59



Large Rural 55

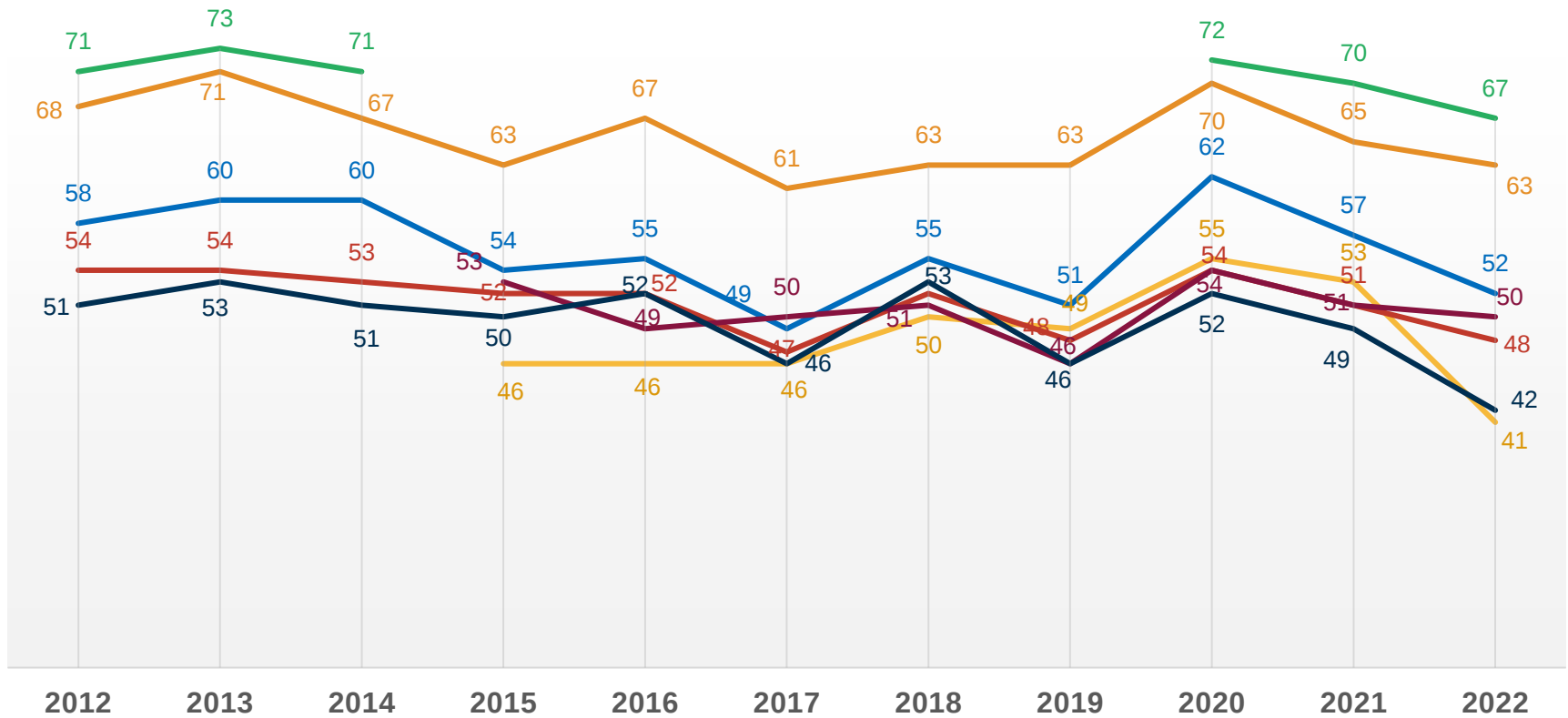
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower
Compared to State-wide average	None	- Appearance of public areas - Slashing & weed control - Sealed local roads
Compared to group average	None	- Appearance of public areas - Slashing & weed control - Planning & building permits



Summary of core measures

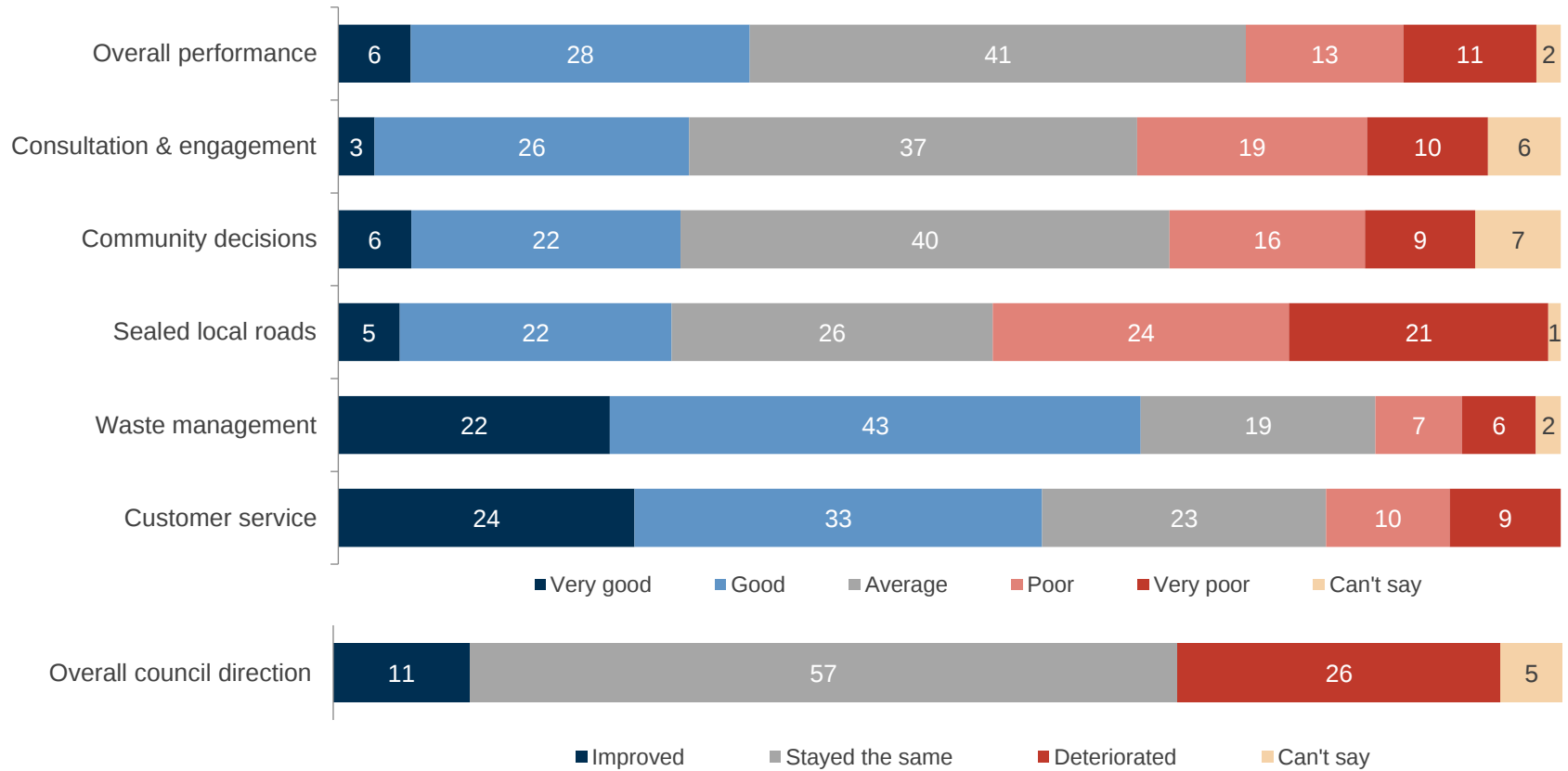
Index scores





Summary of core measures

Core measures summary results (%)





Summary of East Gippsland Shire Council performance

Services		East Gippsland 2022	East Gippsland 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Overall performance	52	57	55	59	3909 residents	Aged 50-64 years
	Value for money	47	49	48	53	3909 residents	Aged 50-64 years
	Overall council direction	42	49	47	50	3909 residents	Aged 35-64 years
	Customer service	63	65	67	68	Aged 35-49 years	Aged 50-64 years
	Art centres & libraries	72	72	72	73	Aged 35-49 years	3909 residents
	Waste management	67	70	65	68	3909 residents	Aged 18-34 years
	Recreational facilities	66	67	66	69	Aged 35-49 years, 3875 residents	3909 residents
	Emergency & disaster mngt	62	69	66	66	Aged 35-49 years	3909 residents
	Enforcement of local laws	60	61	64	63	Aged 18-34 years	3909 residents
	Appearance of public areas	58	69	67	71	3909 residents	Aged 50-64 years



Summary of East Gippsland Shire Council performance

Services		East Gippsland 2022	East Gippsland 2021	Large Rural 2022	State-wide 2022	Highest score	Lowest score
	Bus/community dev./tourism	57	57	58	60	Aged 35-49 years	Aged 50-64 years
	Environmental sustainability	57	56	59	61	Aged 18-34 years	Aged 65+ years
	Informing the community	52	55	56	59	Aged 35-49 years	3909 residents
	Lobbying	50	54	51	53	Aged 35-49 years	3909 residents
	Community decisions	50	51	51	54	Aged 18-34 years	3909 residents
	Consultation & engagement	48	51	51	54	Aged 18-49 years	3909 residents
	Sealed local roads	41	53	45	53	3909 residents, Aged 65+ years	Aged 18-34 years
	Planning & building permits	40	42	46	50	Aged 18-34 years	Aged 35-49 years
	Slashing & weed control	36	50	44	49	3909 residents	3875 residents



Focus areas for the next 12 months

Overview

Perceptions of East Gippsland Shire Council's overall performance have fluctuated over time but experienced a significant five-point decline for the second consecutive year, now well below the peak rating in 2020. This is reflected in numerous service areas, where performance ratings have declined significantly over the last 12 months. This will require a concerted effort to correct.

Key influences on perceptions of overall performance

Council should strive to maintain and improve performance in the individual service areas that most influence perceptions of overall performance. Council should focus on good communication and transparency with residents about decisions made in the community's interest, particularly on its approach to planning and building permits. This, in conjunction with easing concerns about sealed local roads, will help to improve perceptions of Council's overall performance moving forward.

Comparison to state and area grouping

Council rates lower than the State-wide and Large Rural group averages in most of the service areas evaluated, in many instances significantly lower. Art centres and libraries, and waste management, are the exceptions – here Council rates in line with both the State-wide and Large Rural group averages.

A need to rebuild

Over the past year, community sentiment toward Council performance has deteriorated. Significant declines in emergency and disaster management, and the appearance of public areas, will also be important to address as these impact overall performance perceptions. In the year ahead, rebuilding positive perceptions of Council will demonstrate that it is once again moving in the right direction. Residents in postcode 3880 are more positive toward Council – positive experiences here can be learnt from and built upon.

DETAILED FINDINGS

Overall performance



Overall performance

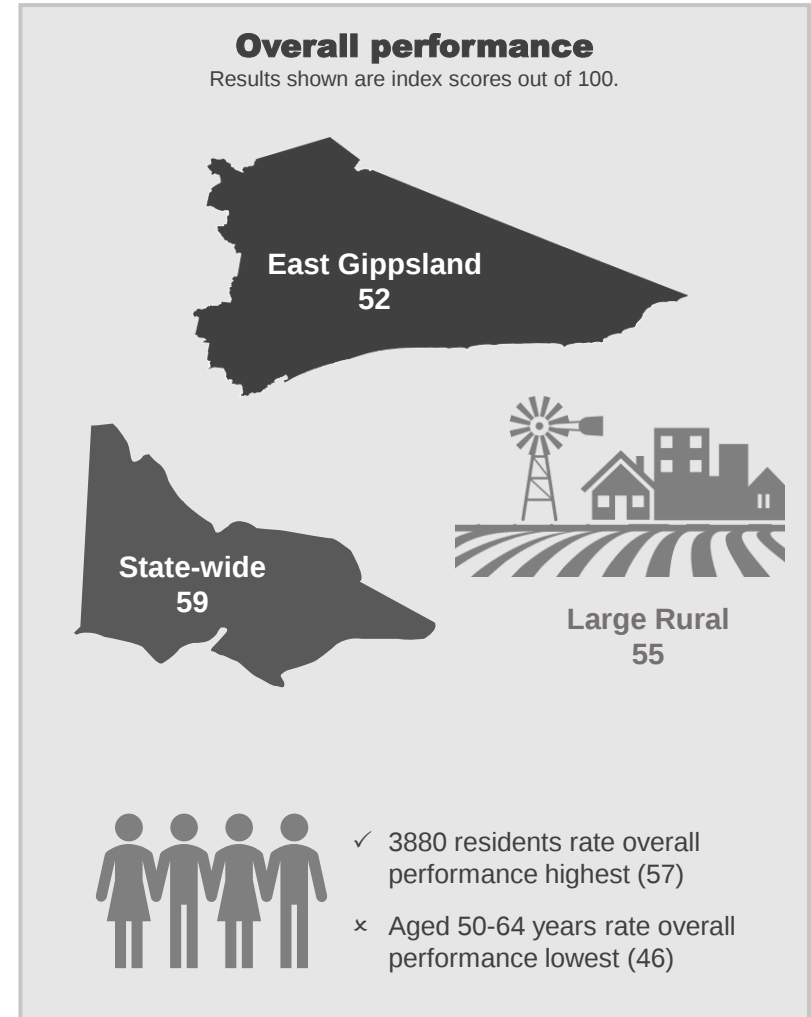
The overall performance index score of 52 for East Gippsland Shire Council represents a significant five-point decline on the 2021 result.

- While an overall performance index score of 52 is higher than Council's lowest rating in 2017, it is the first time that Council's overall performance rating has declined over two consecutive years.

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the Large Rural group and State-wide averages for councils (index scores of 55 and 59 respectively).

- Residents in postcode 3880 continue to be the most satisfied Council cohort (index score of 57 – noting this a small sample size and should be treated with caution), while 50 to 64 year olds are the least satisfied (index score of 46).
- Significant decreases in overall performance ratings are seen among 50 to 64 year olds, women and residents in postcode 3875.

Just under three in ten residents (28%) 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' (26%). A further 37% rate Council as 'average' in terms of providing value for money.





Overall performance

2022 overall performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59▲	61	58	60	59	59	59	60	61	60	60
3880	57*	63	68	55	57	n/a	n/a	n/a	55	65	n/a
3909	56	55	61	46	52	n/a	n/a	n/a	51	90	n/a
Large Rural	55▲	58	55	56	56	54	54	56	n/a	n/a	n/a
65+	54	59	65	55	56	49	55	55	56	63	57
Men	52	56	60	53	55	48	53	54	60	59	59
35-49	52	54	56	52	55	49	51	52	59	58	55
East Gippsland	52	57	62	51	55	49	55	54	60	60	58
Women	51	58	63	49	56	51	56	55	60	62	58
18-34	51	55	61	48	59	53	58	58	69	65	64
3875	50	56	61	52	59	n/a	n/a	n/a	61	61	n/a
50-64	46	56	62	47	52	47	54	51	60	57	57

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: 67 Councils asked group: 19

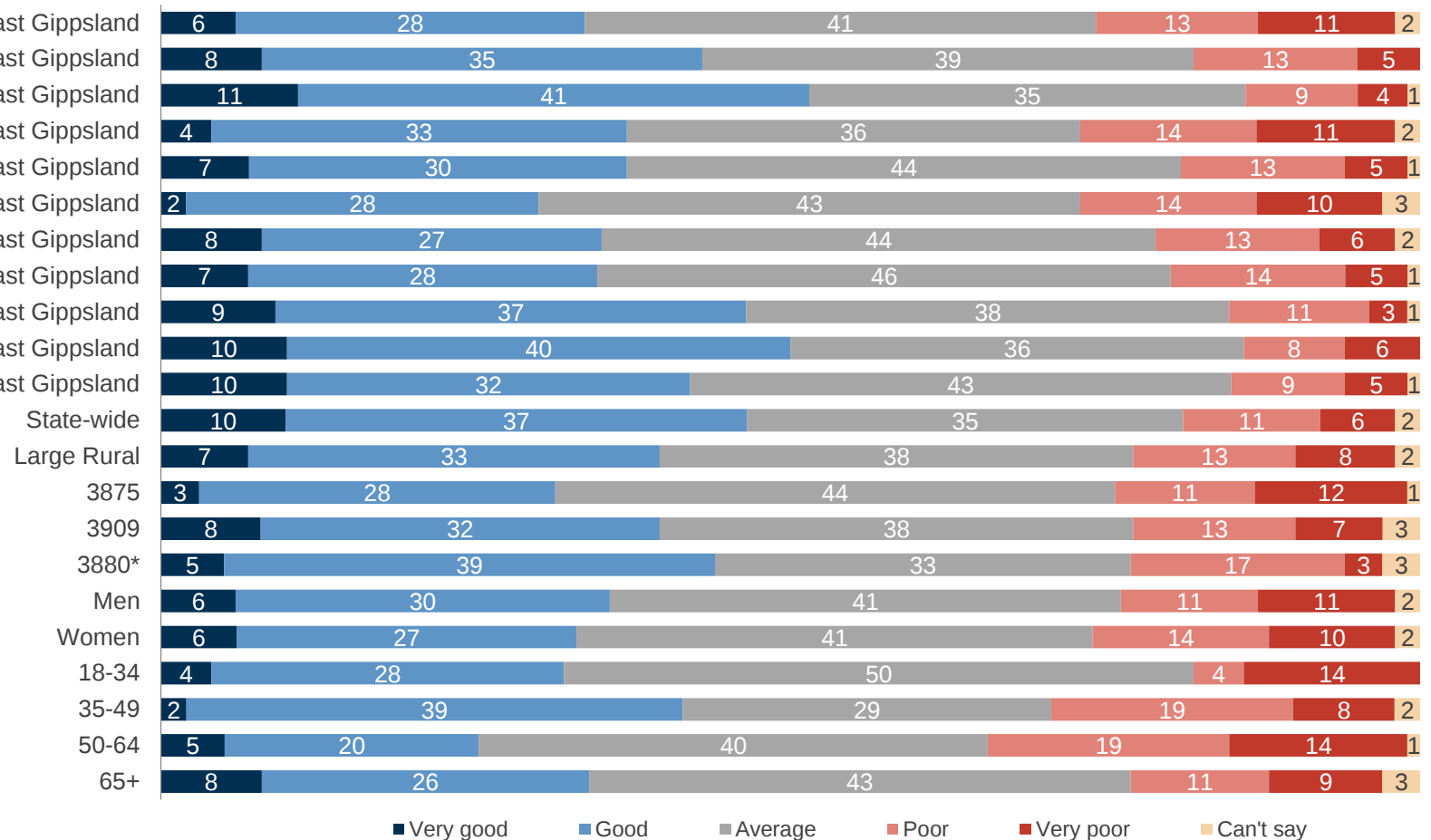
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall performance

2022 overall performance (%)



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?

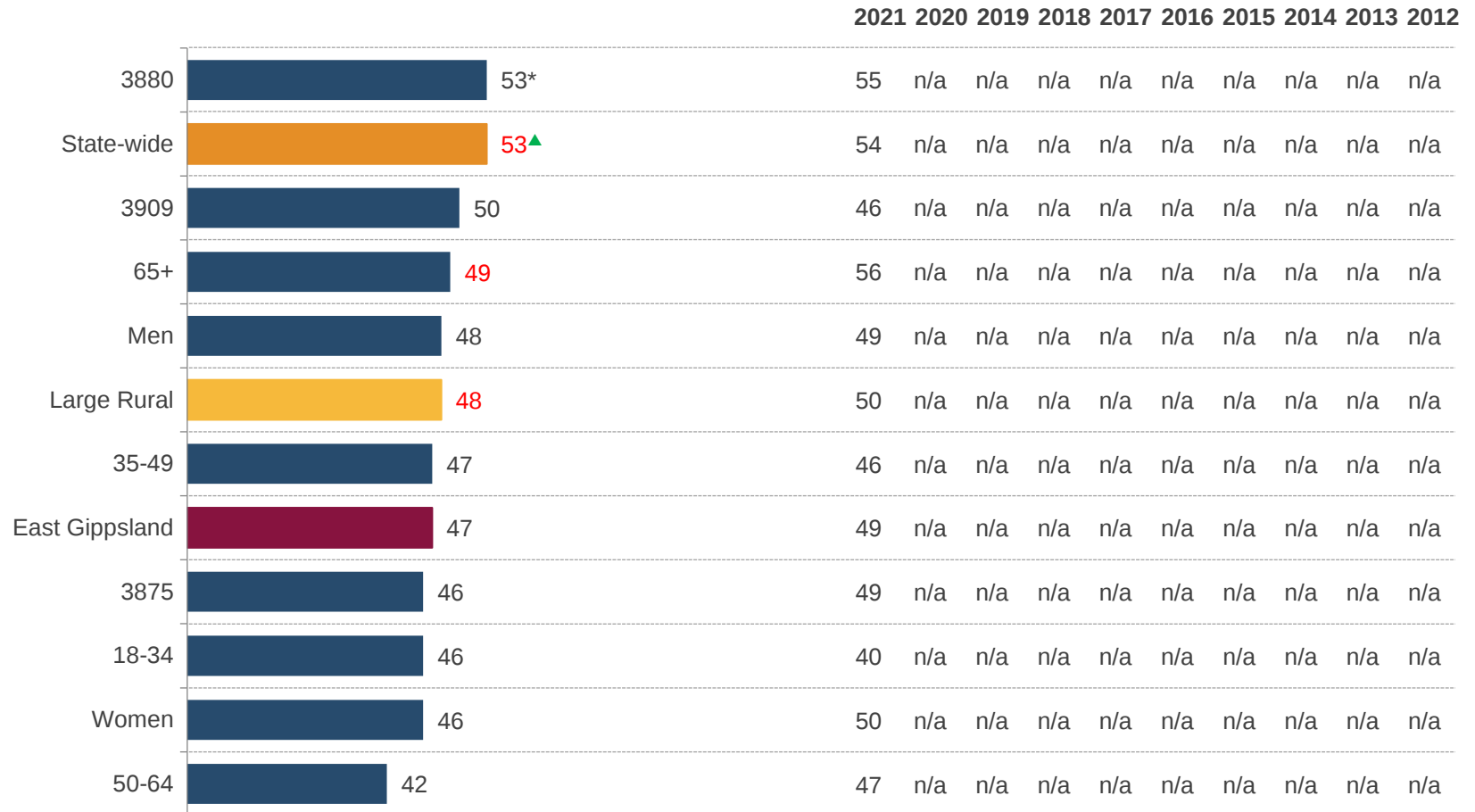
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Value for money in services and infrastructure

2022 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

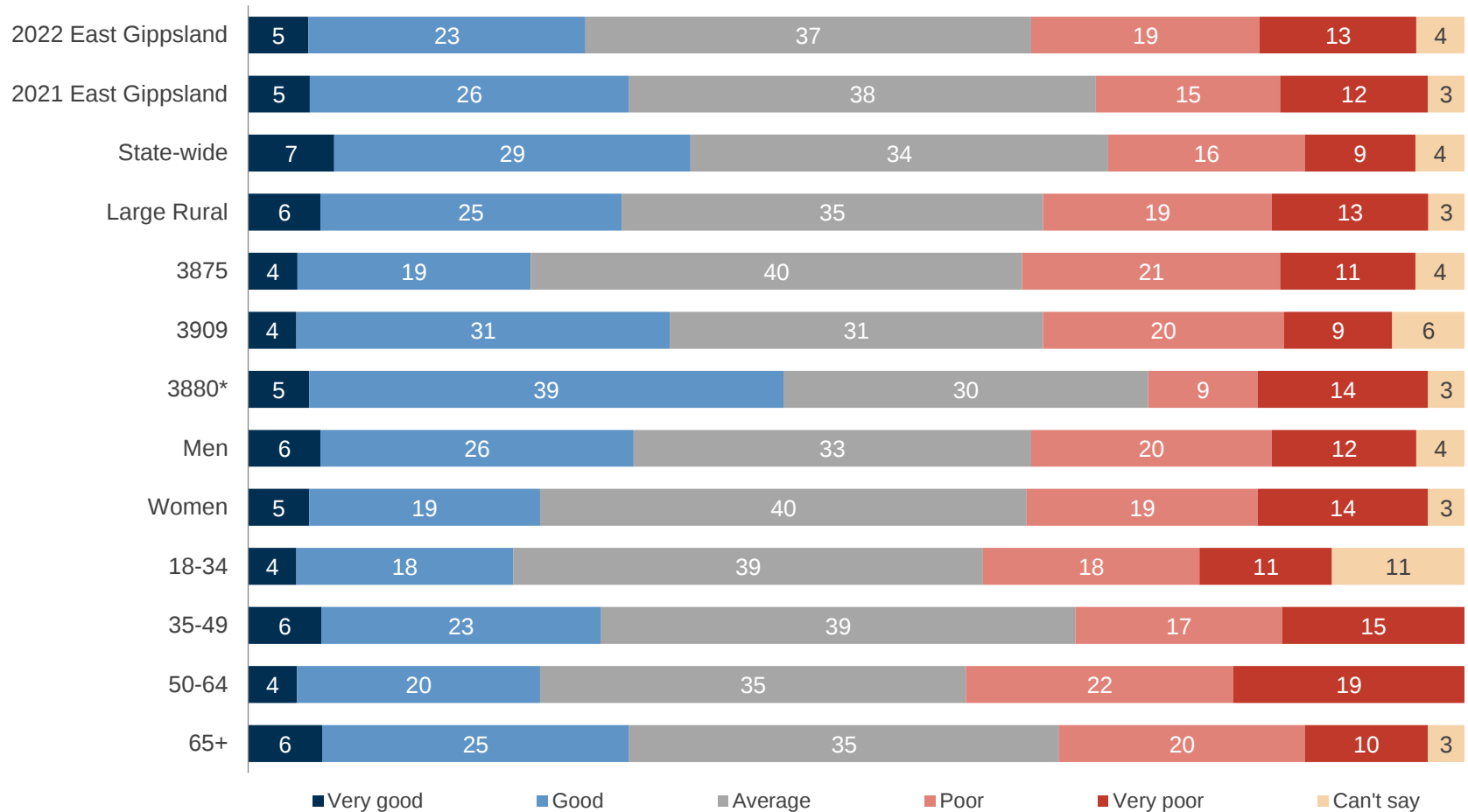
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Value for money in services and infrastructure

2022 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

*Caution: small sample size < n=30



Top performing service areas

Art centres and libraries (index score of 72) is the area where Council performed best in 2022. Council performs in line with the Large Rural group and State-wide averages in this service area.

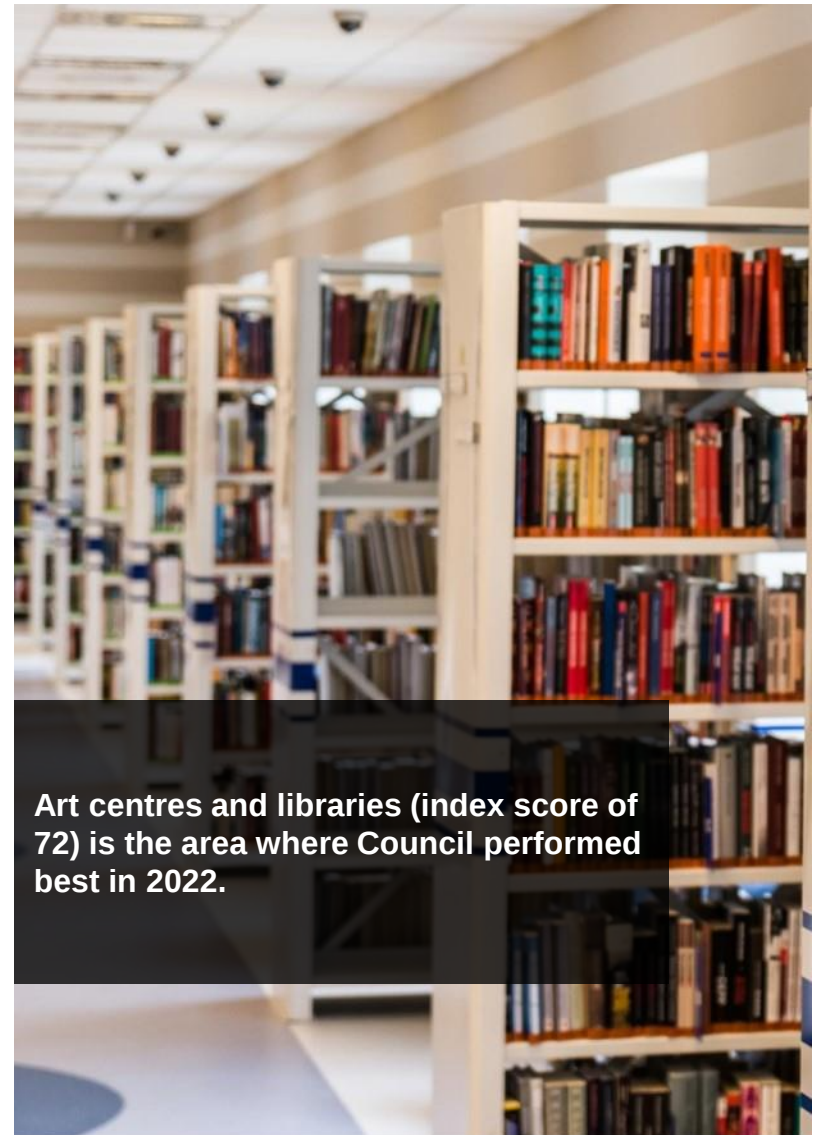
- Perceptions of this service area are significantly higher than average among women (index score of 76) and significantly lower among residents in postcode 3909 (index score of 66).

Waste management is Council's next highest rated service area, followed by recreational facilities (index scores of 67 and 66 respectively).

- Since the previous result, performance perceptions of recreational facilities increased significantly among 35 to 49 year-olds.

Waste management ranks among the most important service areas, and recreational facilities has a moderate influence on perceptions of Council's overall performance. Council should focus on maintaining these positive results.

- In each of these service areas, Council's performance is rated highest among residents in postcode 3880. While a small sample size, these residents also return the highest overall performance rating. Council should endeavour to emulate these positive perceptions throughout other geographic areas.



Art centres and libraries (index score of 72) is the area where Council performed best in 2022.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of slashing and weed control (index score of 36).

Council rates lowest in the area of slashing and weed control (index score of 36 – down a significant 14 points since 2021, the first time this service area was evaluated). Performance here is rated significantly lower than State-wide and Large Rural group averages.

Planning and building permits and the condition of sealed local roads are other areas in which Council performs relatively poorer (index scores of 40 and 41 respectively – the latter down a significant 12 points and both a series low).

Performance ratings in planning and building permits and sealed local roads are both shown to have moderate to strong influence on Council's overall performance rating, so it will be important to address residents' concerns regarding these service areas to bolster overall community opinion in the year ahead.

The need for Council to recover its performance in each of these service areas is also underpinned by the fact that one in five residents (20%) volunteer sealed road maintenance as the area Council most needs to improve, while a further 13% cite median / nature strips, and 7% cite town planning / permits / red tape.



Individual service area performance

2022 individual service area performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	72	72	75	n/a	n/a	n/a	74	n/a	73	68	70
Waste management	67	70	72	n/a	n/a	n/a	n/a	n/a	71	73	71
Recreational facilities	66	67	71	n/a	n/a	n/a	n/a	n/a	69	65	67
Emergency & disaster mngt	62	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	60	61	64	n/a	n/a	n/a	n/a	n/a	62	62	63
Appearance of public areas	58	69	74	n/a	n/a	n/a	n/a	n/a	72	70	71
Bus/community dev./tourism	57	57	n/a	n/a	n/a	n/a	59	n/a	63	61	62
Environmental sustainability	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	52	55	58	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
Lobbying	50	54	56	46	50	49	50	51	54	54	53
Community decisions	50	51	54	46	51	50	49	53	n/a	n/a	n/a
Consultation & engagement	48	51	54	48	52	47	52	52	53	54	54
Sealed local roads	41	53	55	49	50	46	46	46	n/a	n/a	n/a
Planning & building permits	40	42	n/a	n/a	n/a	n/a	46	n/a	n/a	n/a	n/a
Slashing & weed control	36	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

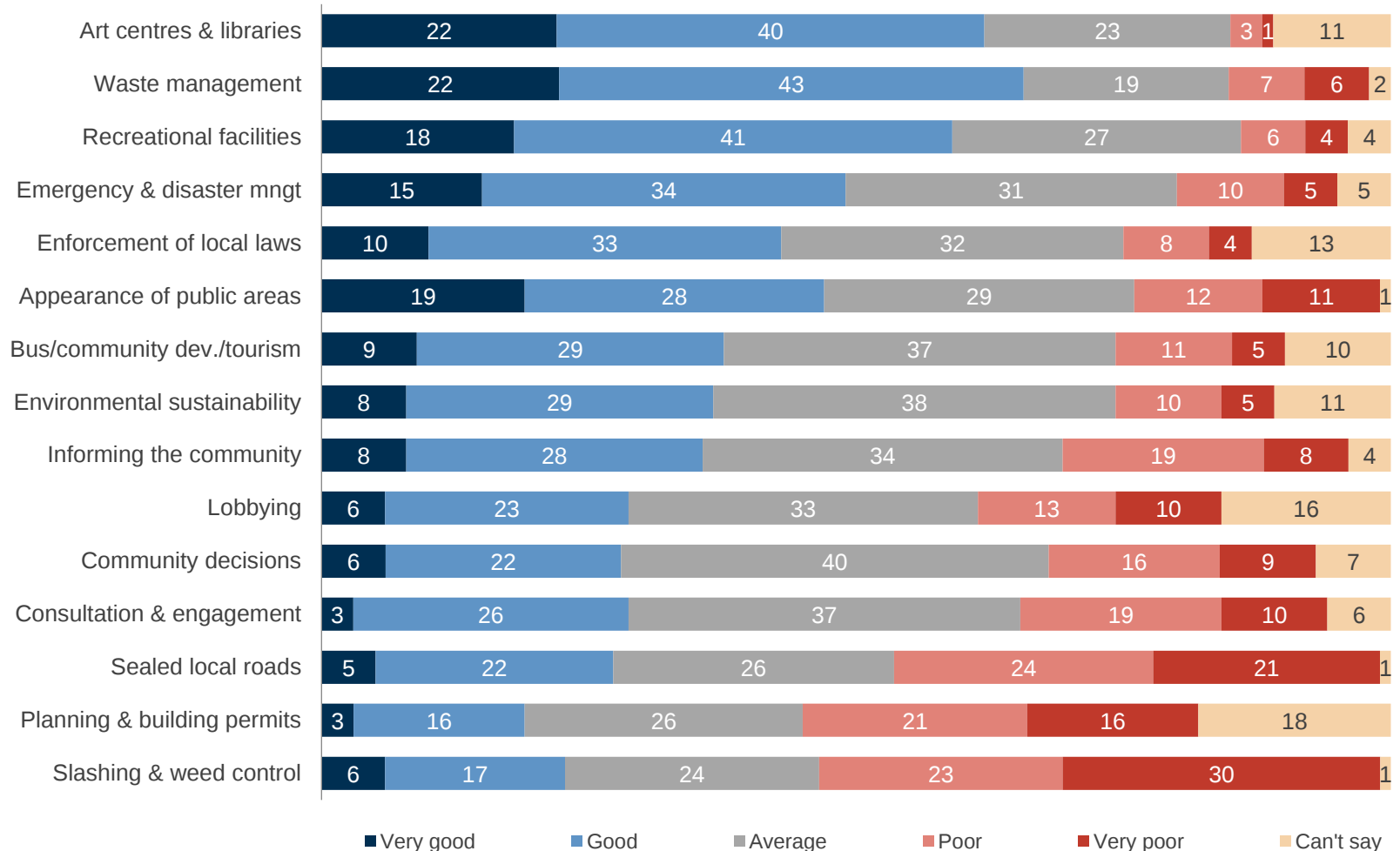
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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



Individual service area performance

2022 individual service area performance (%)





Individual service area importance

2022 individual service area importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	85	84	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	84	80	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	84	81	82	n/a	n/a	n/a	n/a	n/a	n/a	77	77
Slashing & weed control	81	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	80	83	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	79	81	80	n/a	n/a	n/a	77	n/a	n/a	n/a	n/a
Consultation & engagement	77	78	79	n/a	n/a	n/a	n/a	n/a	n/a	76	77
Appearance of public areas	77	77	77	n/a	n/a	n/a	n/a	n/a	n/a	72	73
Environmental sustainability	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	74	74	77	n/a	n/a	n/a	n/a	n/a	n/a	73	71
Bus/community dev./tourism	72	78	n/a	n/a	n/a	n/a	74	n/a	n/a	74	75
Planning & building permits	71	72	n/a	n/a	n/a	n/a	69	n/a	n/a	n/a	n/a
Lobbying	70	71	71	n/a	n/a	n/a	n/a	n/a	n/a	71	71
Enforcement of local laws	68	67	70	n/a	n/a	n/a	n/a	n/a	n/a	74	72
Art centres & libraries	66	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?

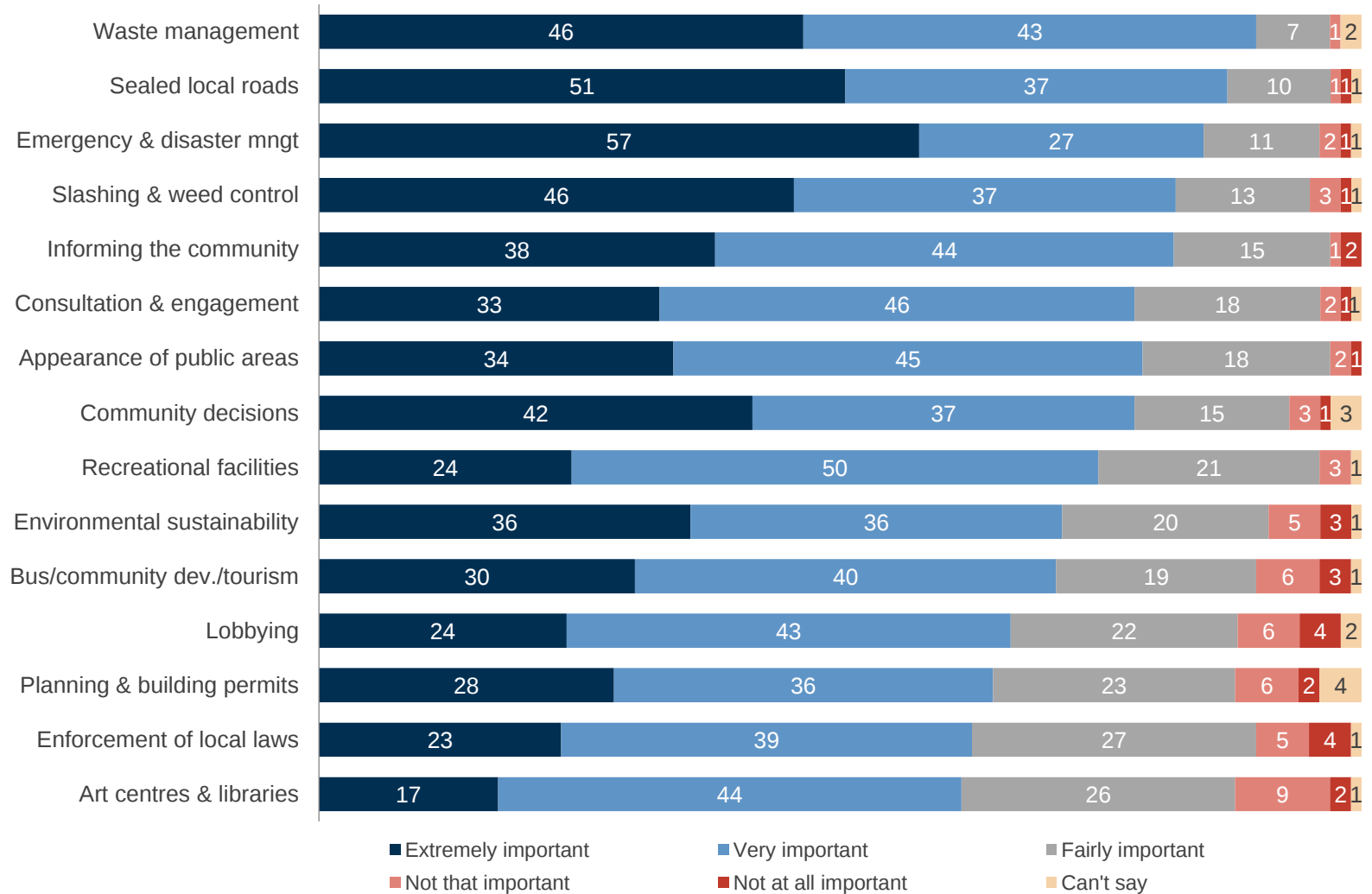
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

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



Individual service area importance

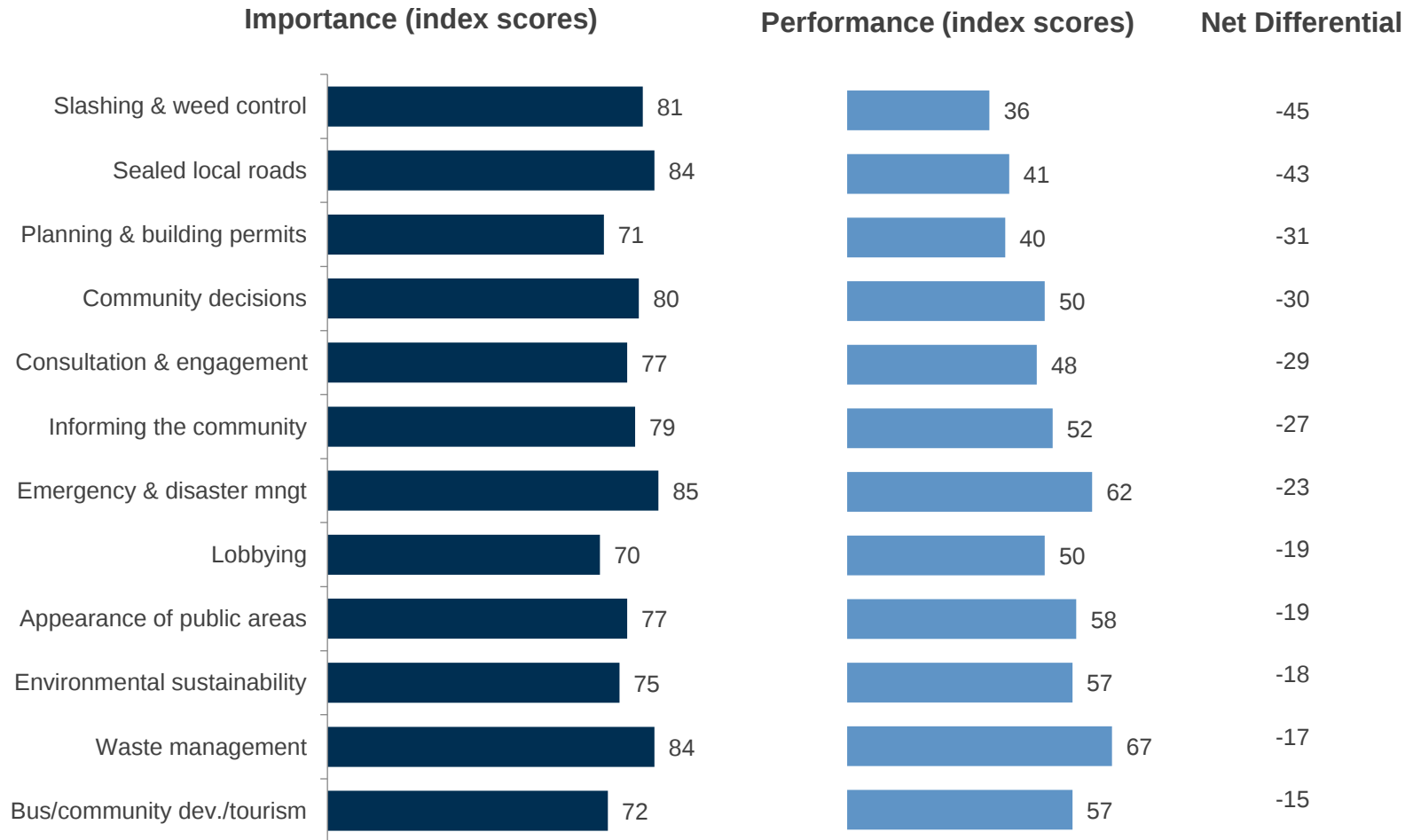
2022 individual service area importance (%)





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.

Currently, Council decision making is rated as 'average' (performance index of 50).

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

- The condition of sealed local roads
- The appearance of public areas
- Emergency management
- Planning and building permits
- Recreational facilities.

Looking at these key service areas only, recreational facilities have a high performance index (66) and a moderate influence on the overall performance rating.

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

Other service areas that have a moderate to strong influence on overall perceptions, but where Council performs relatively less well, are the appearance of public areas and emergency management (performance index of 58 and 62 respectively).

Ensuring that public areas are well maintained and continuing Council efforts in emergency management can also help shore up positive community sentiment.

However, most in need of attention are Council's planning and building permits and the condition of sealed local roads, which are poorly rated (performance index of 40 and 41 respectively) and have a moderate to strong influence on overall community opinion.

It will be important to address resident concerns about Council's approach to planning and building permits and attend to the maintenance of sealed roads to help improve overall perceptions of Council's performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

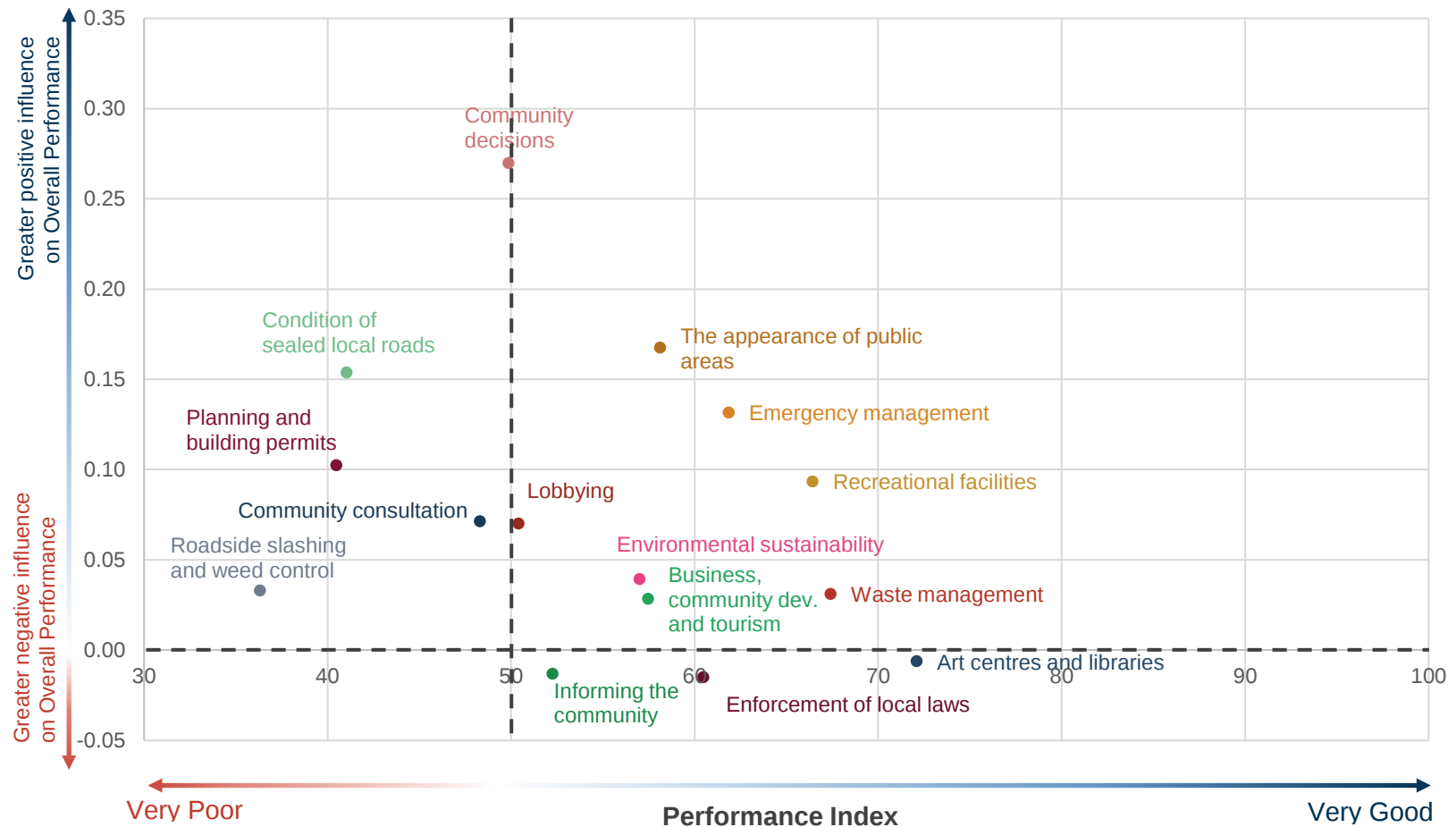
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2022 regression analysis (all service areas)

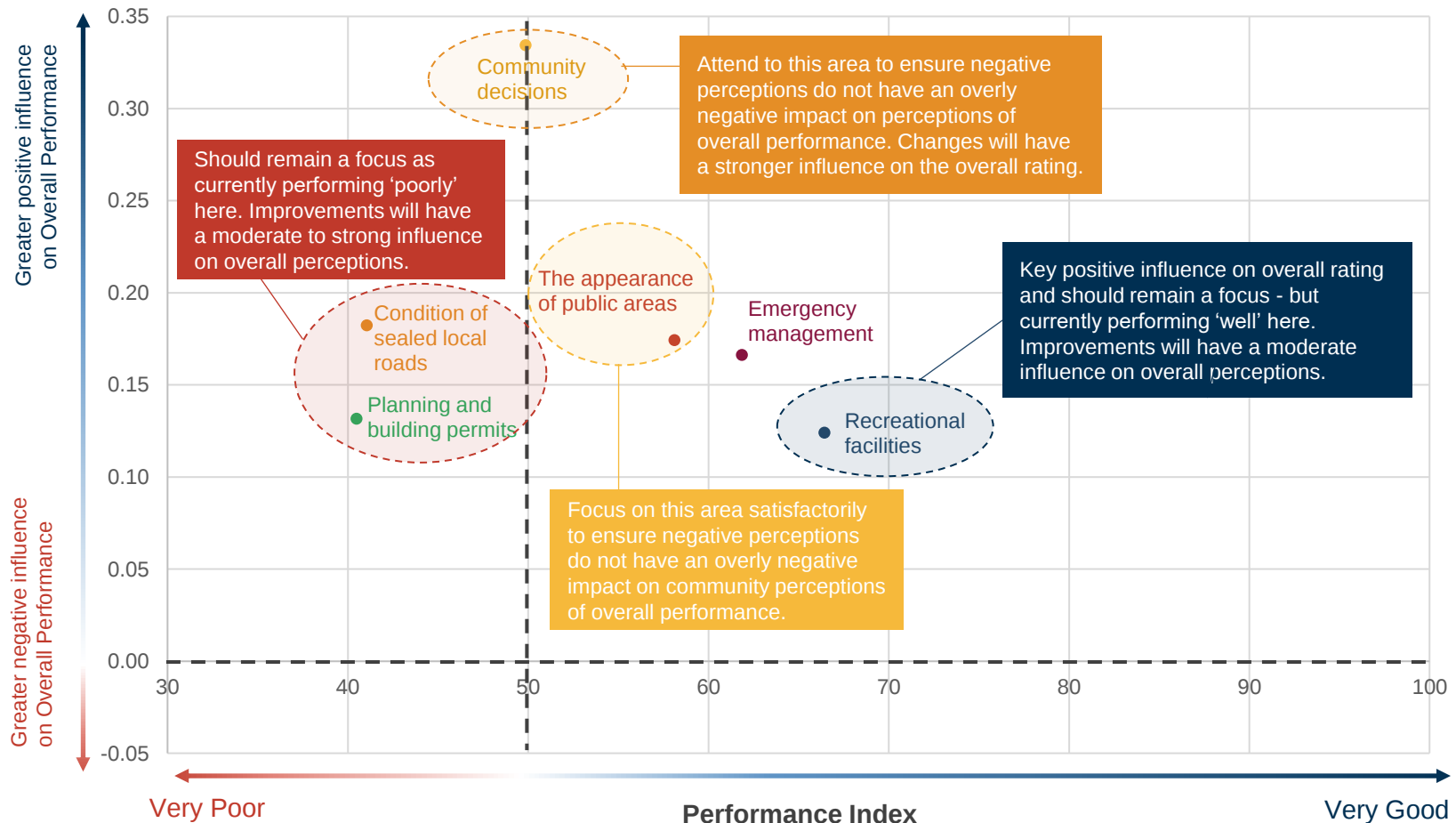


The multiple regression analysis model above (all service areas) has an R^2 value of 0.570 and adjusted R^2 value of 0.553, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 33.92$. 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

2022 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.559 and adjusted R^2 value of 0.552, which means that 56% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 82.89$.



Best things about Council and areas for improvement

2022 best things about Council (%)
- Top mentions only -



2022 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: 30 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: 47 Councils asked group: 13

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

More than three in five Council households (63%) have had contact with Council in the last 12 months – unchanged from 2021. Rate of contact is significantly higher among residents aged 35 to 49 years, and significantly lower among those aged 65 years and over.

Telephone (36%) remains the main method of contact with Council despite a three percentage-point decline, followed by email (23%). Rate of in-person contact (20%) is down nine percentage points from 2021.



Among those residents who have had contact with Council, 57% provide a positive customer service rating of 'very good' or 'good', including 24% of residents who rate Council's customer service as 'very good'.

Customer service

East Gippsland Shire Council's customer service index of 63 is two points lower than in 2021. Council's customer service is rated significantly lower than the State-wide and Large Rural group averages (index scores of 68 and 67 respectively).

Of those who had contact with Council, 57% provide a positive customer service rating of 'very good' or 'good'.

- Perceptions of Council's customer service are most positive among 35 to 49 year olds. This is an encouraging result for Council, as these residents have the highest rate of contact with Council.
- Conversely, perceptions of customer service are least positive and significantly declined among 50 to 64 year olds. Given they have a relatively high rate of contact with Council and return the lowest overall performance rating, Council should endeavour to boost perceptions of customer service among these residents in the coming 12 months.

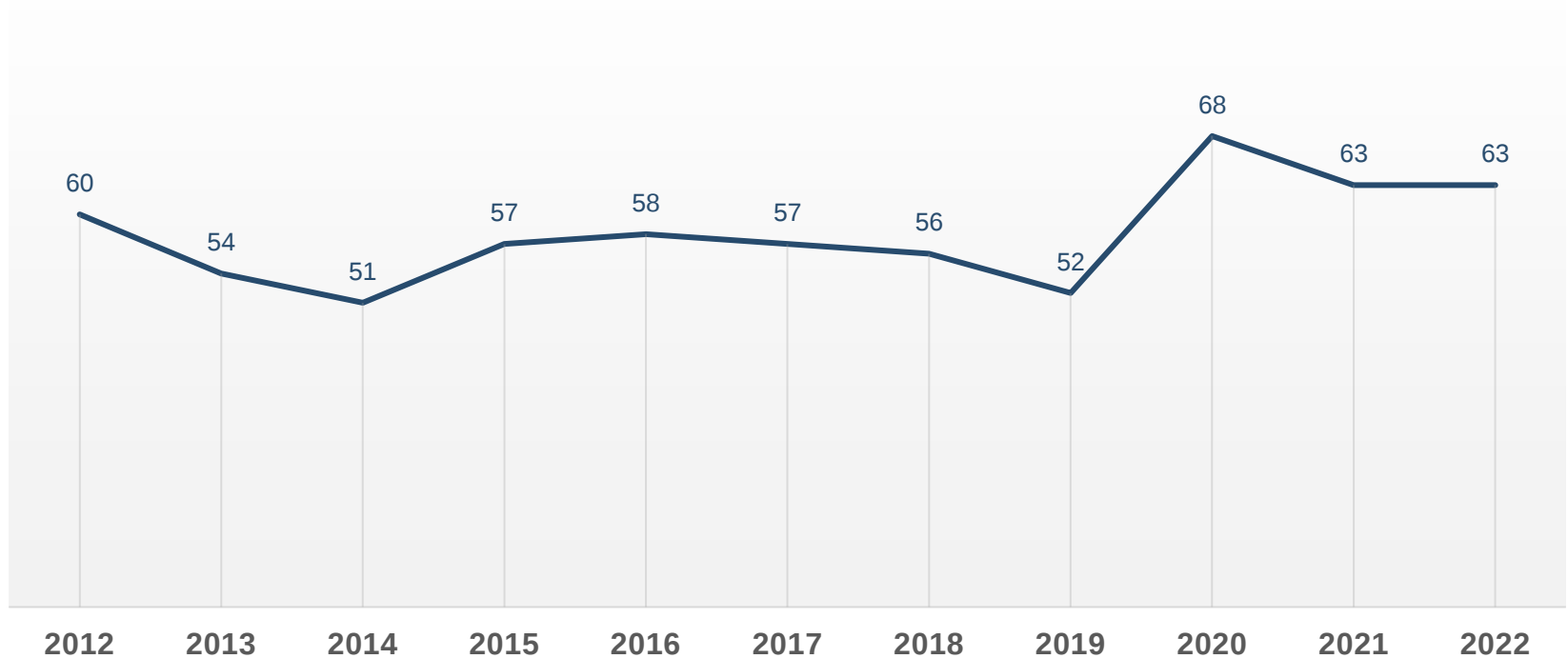
Promisingly, customer service ratings are higher among residents who communicated with Council via phone, as it is the most common contact method.

While based on a small sample size, it is worth noting that ratings of Council's customer service through social media declined significantly.



Contact with council

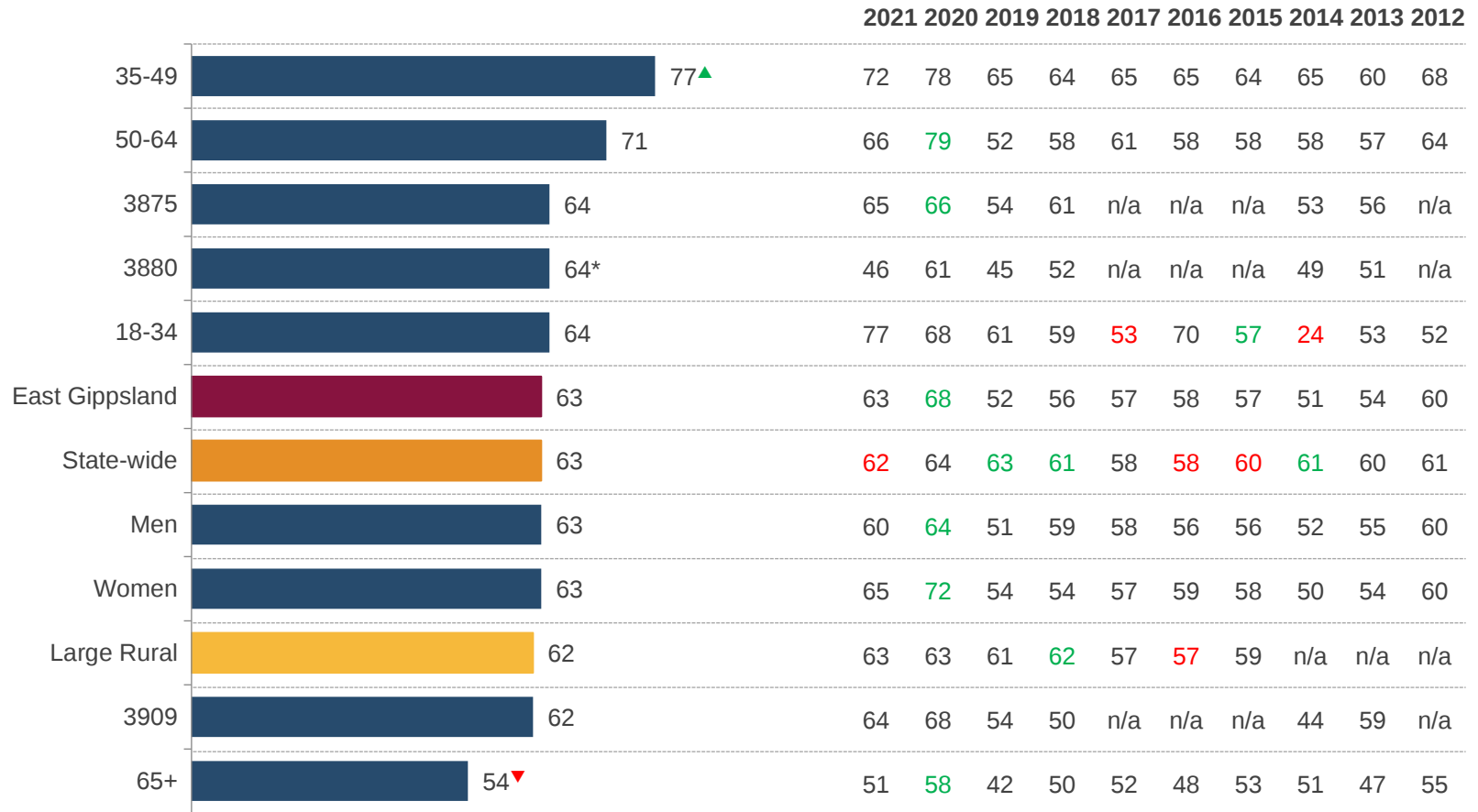
2022 contact with council (%)
Have had contact





Contact with council

2022 contact with council (%)



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

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

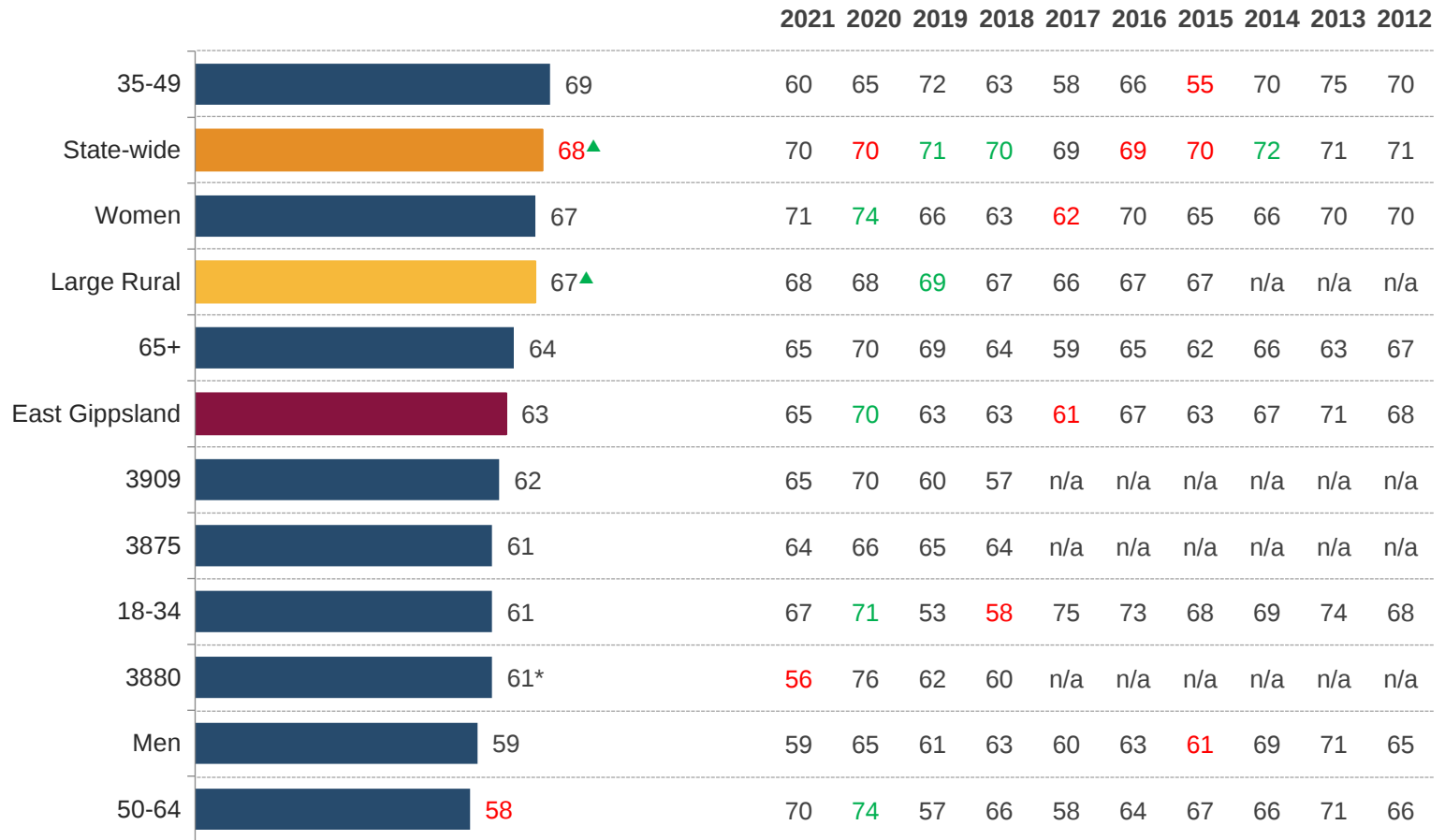
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2022 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: 67 Councils asked group: 19

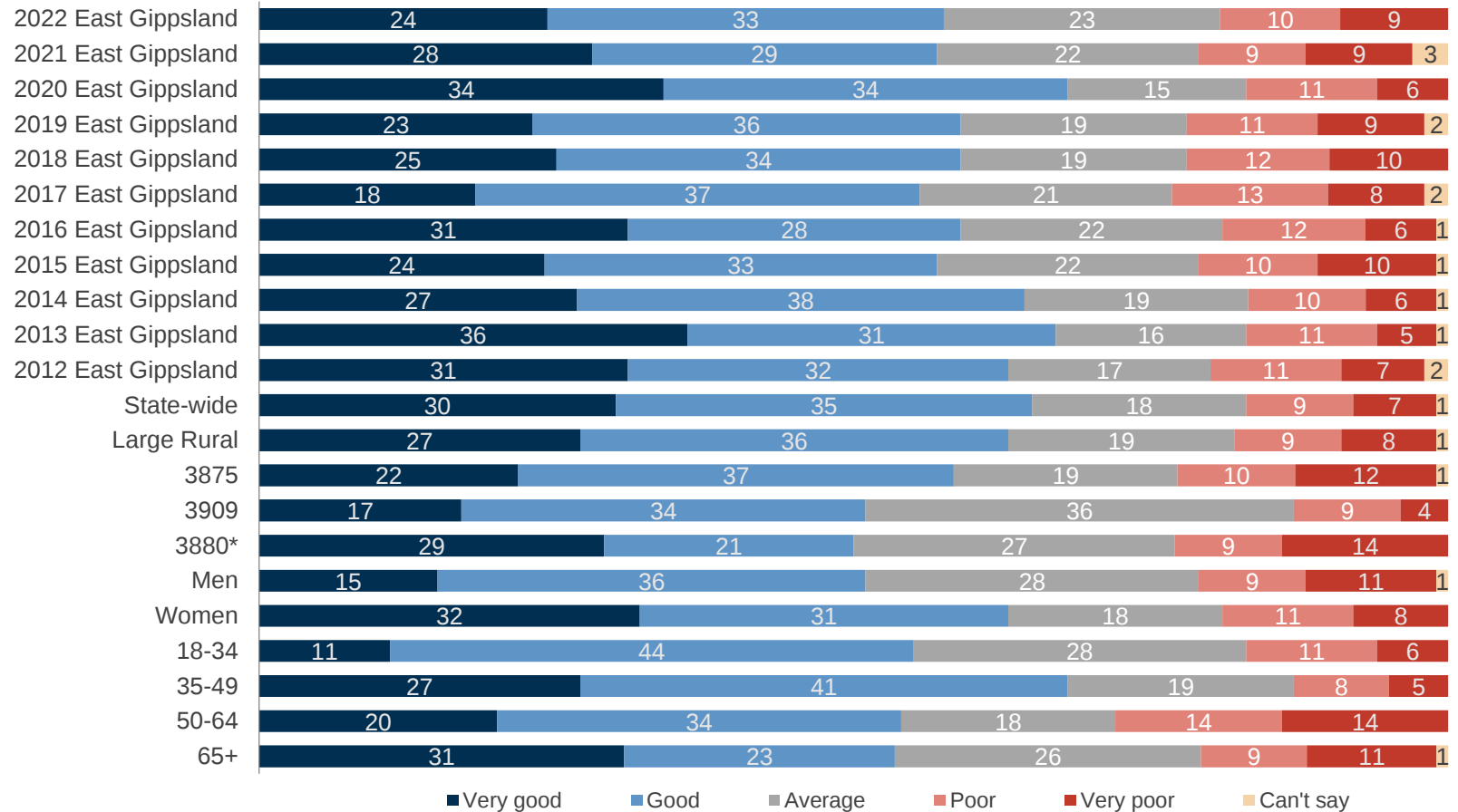
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2022 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: 67 Councils asked group: 19

*Caution: small sample size < n=30



Method of contact with council

2022 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



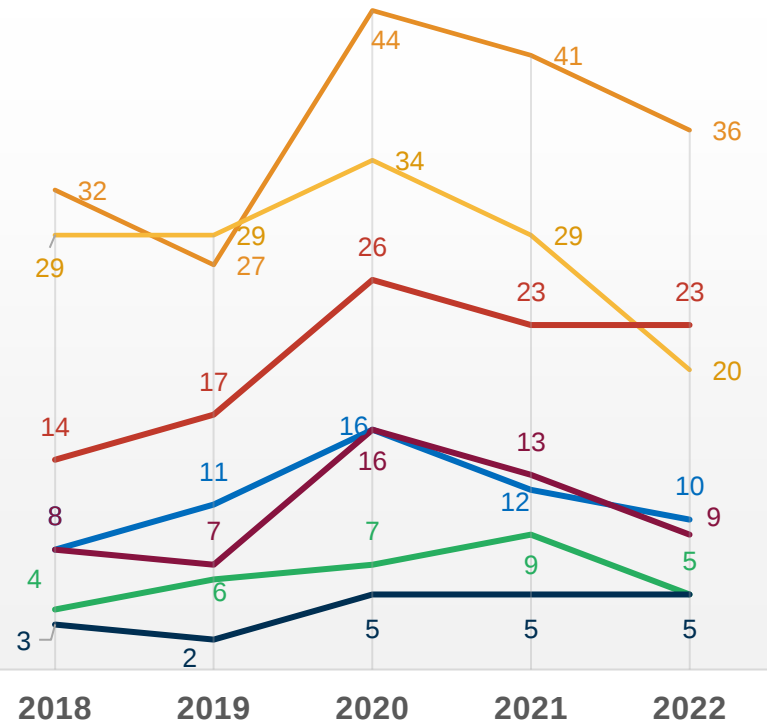
By Email



Via Website



By Social Media



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

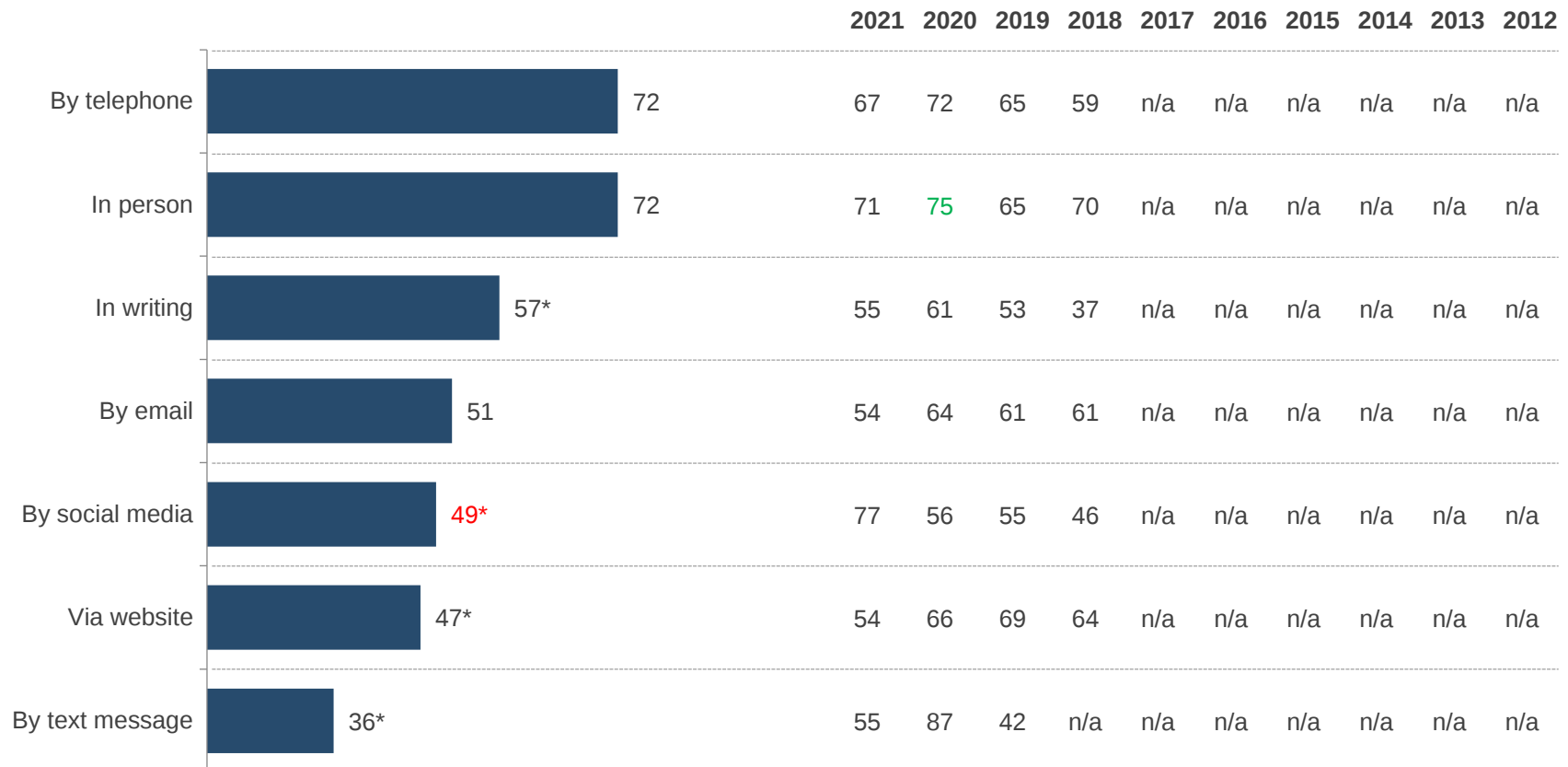
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

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



Customer service rating by method of last contact

2022 customer service rating (index score by method of last contact)



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

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

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

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

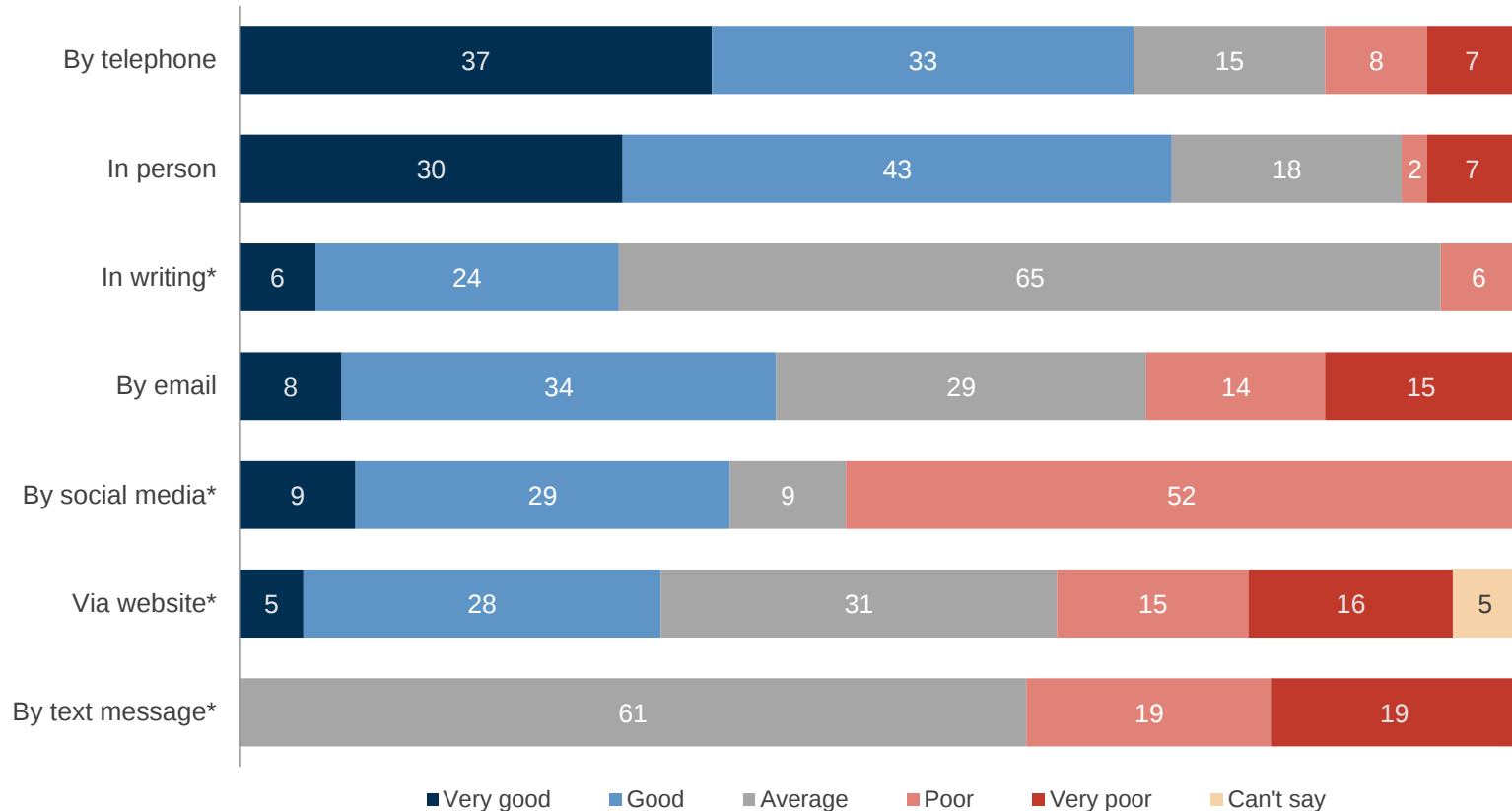
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2022 customer service rating (% by method of last contact)



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

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

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

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

*Caution: small sample size < n=30



Communication

Communication

The preferred form of communication from East Gippsland Shire Council about Council news and information and upcoming events, remains newsletters sent via email (29%), followed by mailed newsletters (21%) up three percentage points, breaking the steady downward trend since 2018.

- Among residents aged under 50 years, newsletters sent via email (28%) are most preferred, followed by social media (23%). After two years of steeply increasing, preference for social media among under 50s has decreased and is now similar to in 2020. Preference for newsletters via mail (12%) is lower among this age group.
- Among residents aged over 50 years, newsletters sent via email (29%) are also most preferred, and there is increased interest in newsletters via mail (26%, compared to 19% in 2021).





Best form of communication

2022 best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



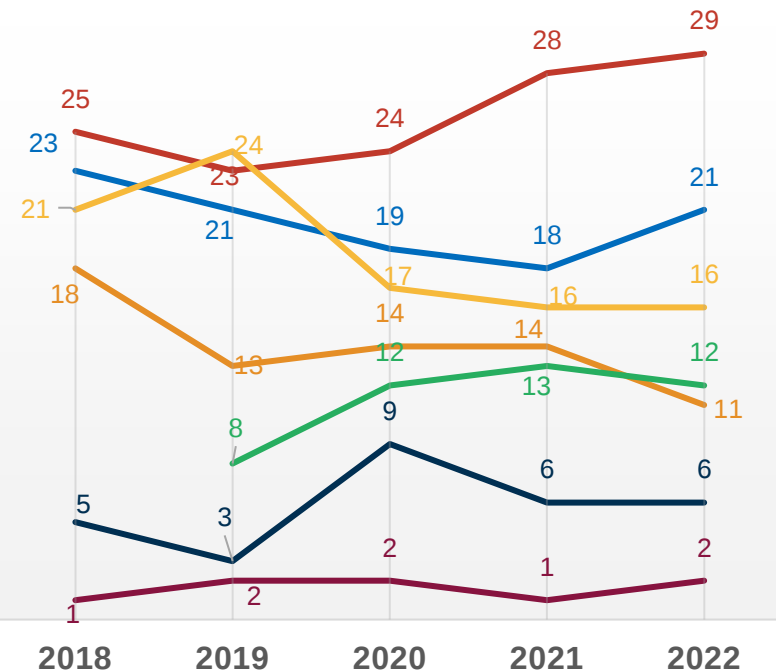
Council
Website



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. Councils asked State-wide: 39 Councils asked group: 10
Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2022 under 50s best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



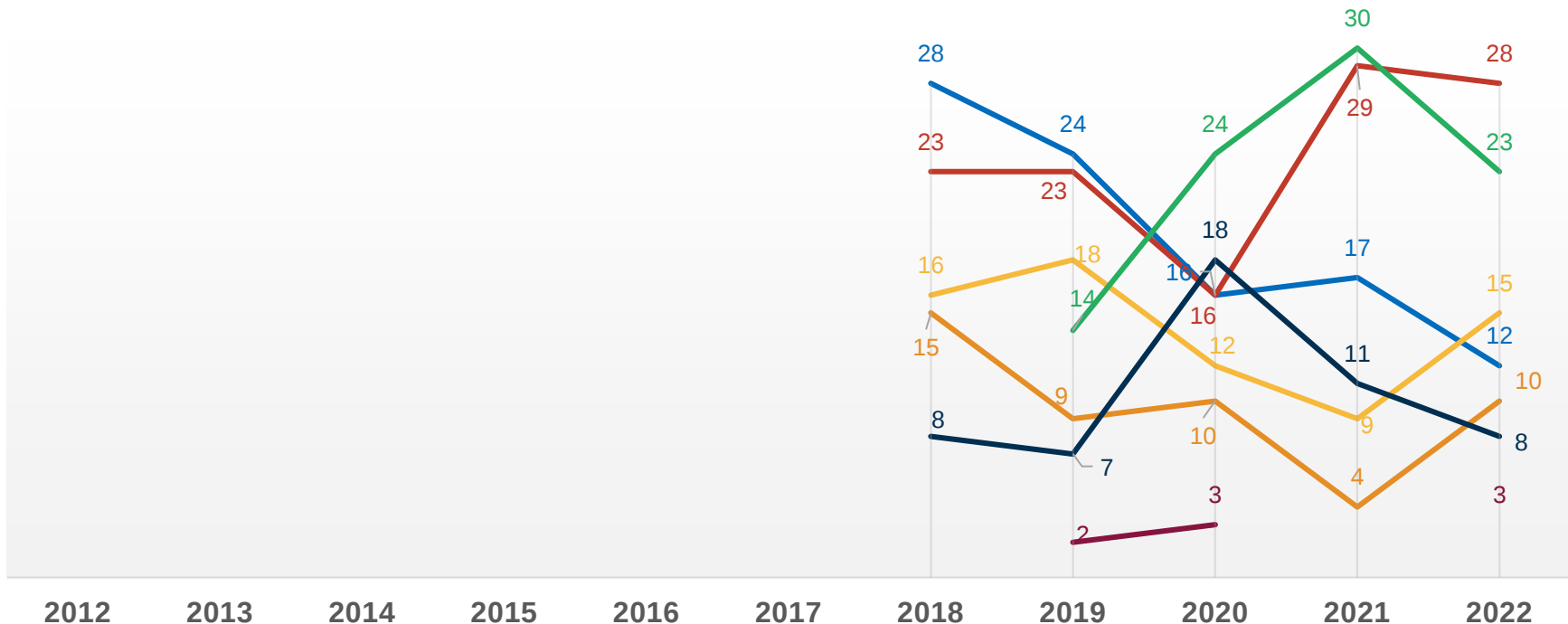
Council
Website



Text
Message



Social
Media



Q13. If 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: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2022 over 50s best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



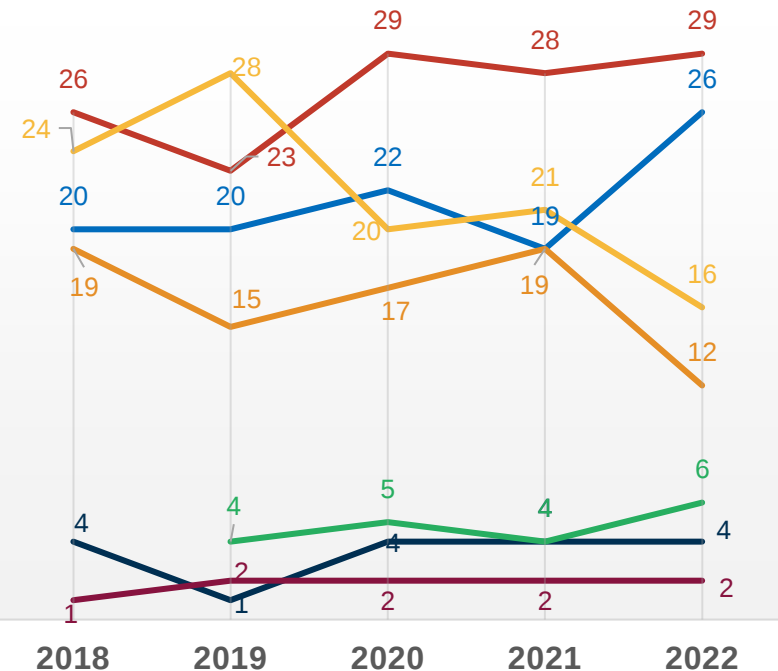
Council
Website



Text
Message



Social
Media



Q13. If 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: 39 Councils asked group: 10

Note: 'Social Media' was included in 2019.



Council direction



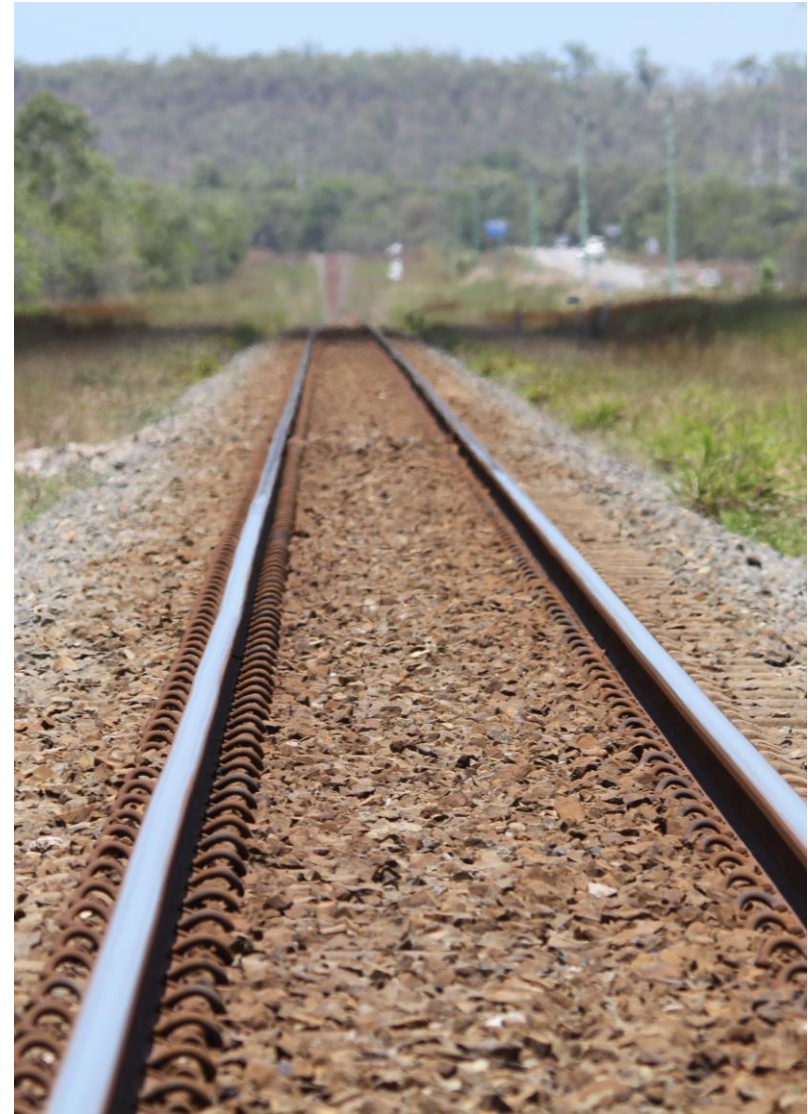
Council direction

Perceptions of the direction of Council's overall performance have significantly declined by seven index points to a record-low index score of 42. This is significantly lower than both the State-wide and Large Rural group averages.

Over the last 12 months, 11% of residents believe the direction of Council's overall performance has improved (compared to 19% in 2021). A majority of residents (57%, up one percentage point) believe it has stayed the same, and 26% think it has deteriorated (up five percentage points).

- The most satisfied with council direction are residents in postcode 3880 (index score of 51 – noting this a small sample size and should be treated with caution).
- The least satisfied are 35 to 64 year olds (index score of 36). Among these residents, more than five times as many think Council's overall performance has deteriorated in the last year than think it has improved.
- Perceptions among residents in postcode 3875, women and 35 to 64 year-olds deteriorated significantly in the last year.

Residents continue to be divided in their preference for council rate rises to improve local services versus cuts in council services to keep council rates at the same level as they are now (both 35%).





Overall council direction last 12 months

2022 overall council direction (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	51*	42	51	47	58	n/a	n/a	n/a	52	55	n/a
State-wide	50▲	53	51	53	52	53	51	53	53	53	52
3909	49	49	56	46	50	n/a	n/a	n/a	47	50	n/a
Large Rural	47▲	51	50	51	52	52	48	51	n/a	n/a	n/a
65+	46	52	54	48	52	46	51	54	50	58	51
Men	45	47	49	47	52	45	50	50	52	50	49
18-34	44	46	50	47	58	57	59	46	55	54	52
East Gippsland	42	49	52	46	53	46	52	50	51	53	51
Women	39	51	54	44	53	48	54	50	50	56	53
3875	37	51	51	47	53	n/a	n/a	n/a	51	52	n/a
35-49	36	47	49	47	49	41	51	48	49	51	50
50-64	36	47	53	41	52	45	46	48	50	50	51

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: 67 Councils asked group: 19

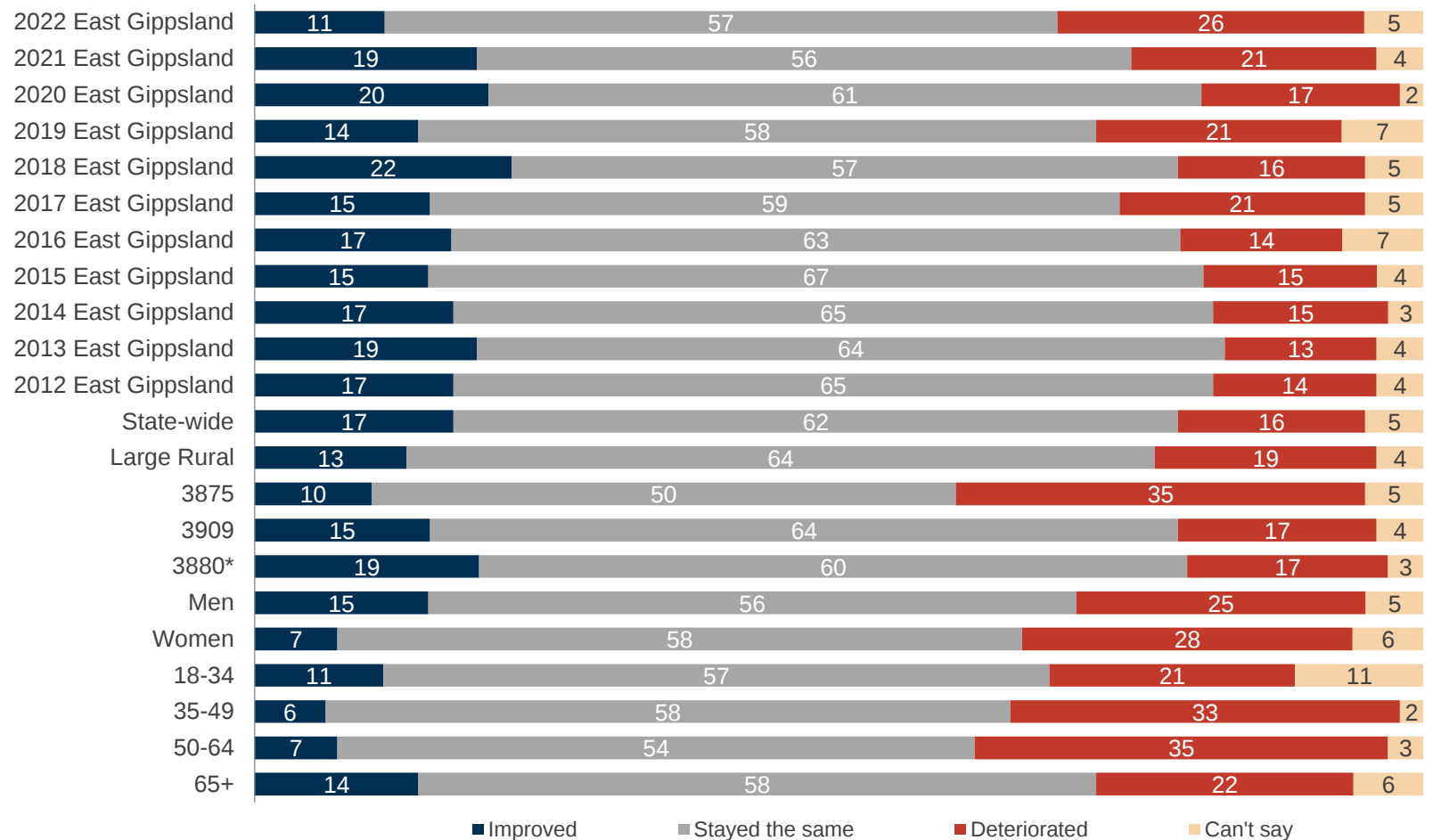
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall council direction last 12 months

2022 overall council direction (%)



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

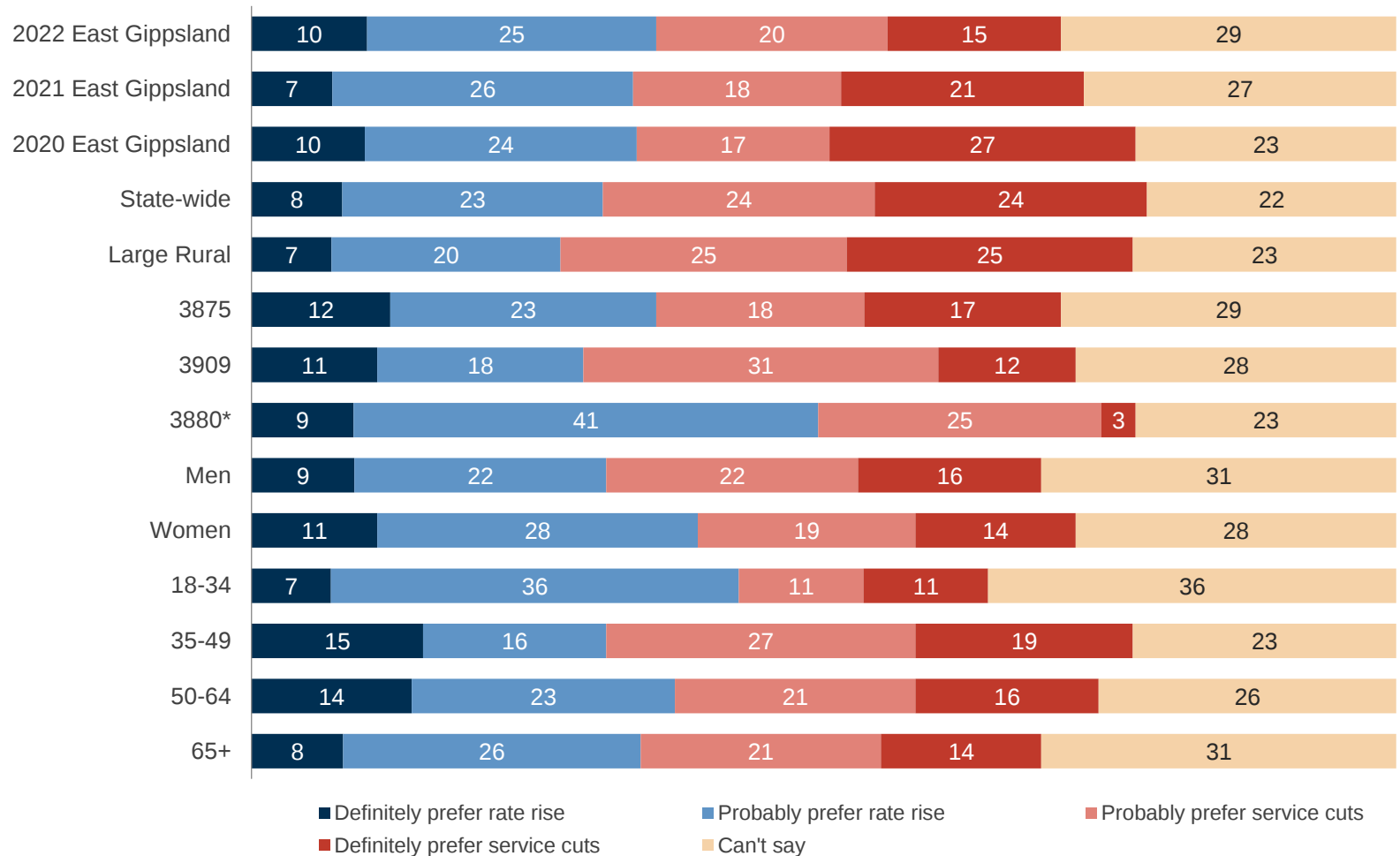
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Rates / services trade-off

2022 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 to keep council rates at the same level as they are now?

Base: All respondents. Councils asked State-wide: 18 Councils asked group: 6

*Caution: small sample size < n=30

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.

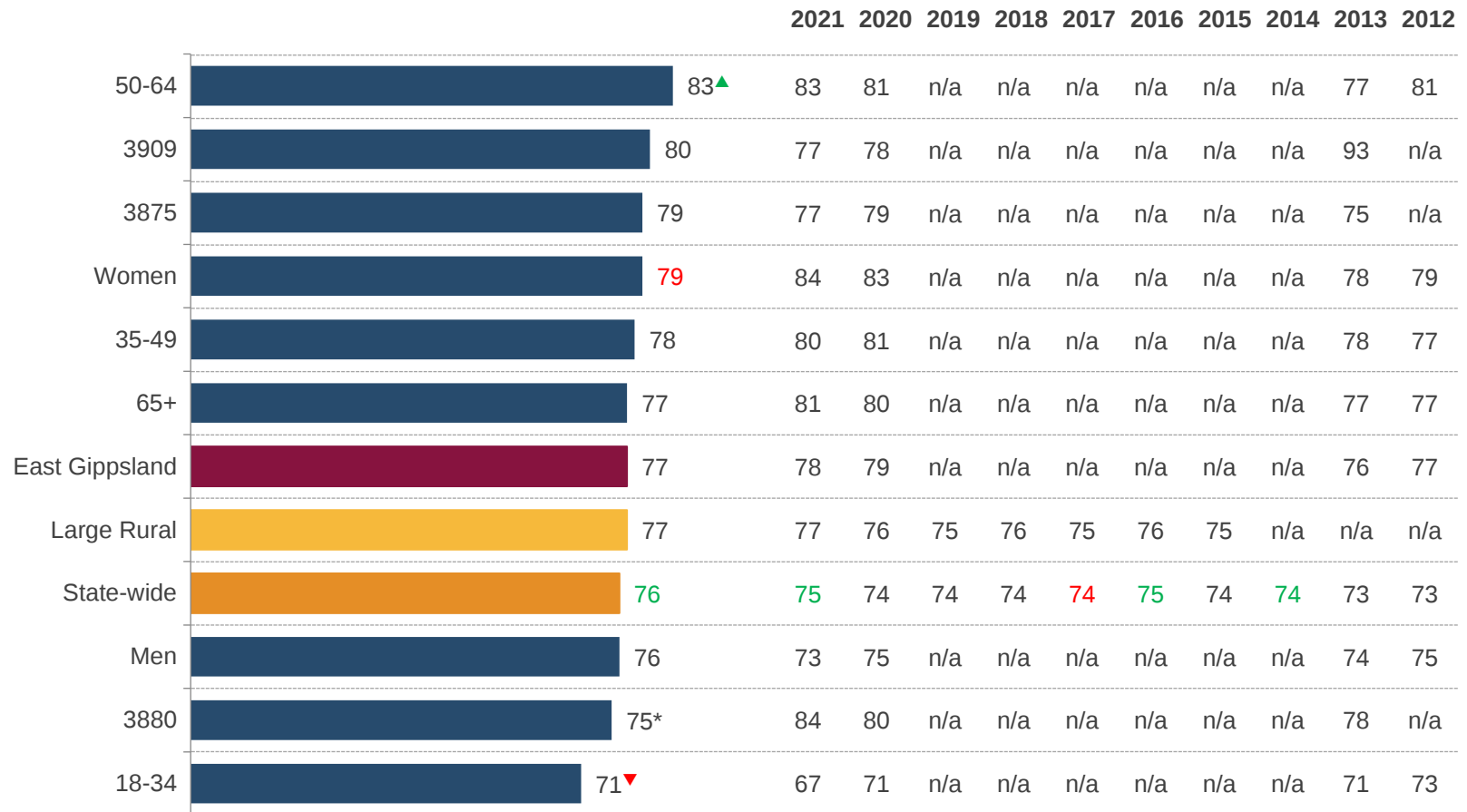
Individual service areas



Community consultation and engagement importance



2022 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: 30 Councils asked group: 10

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

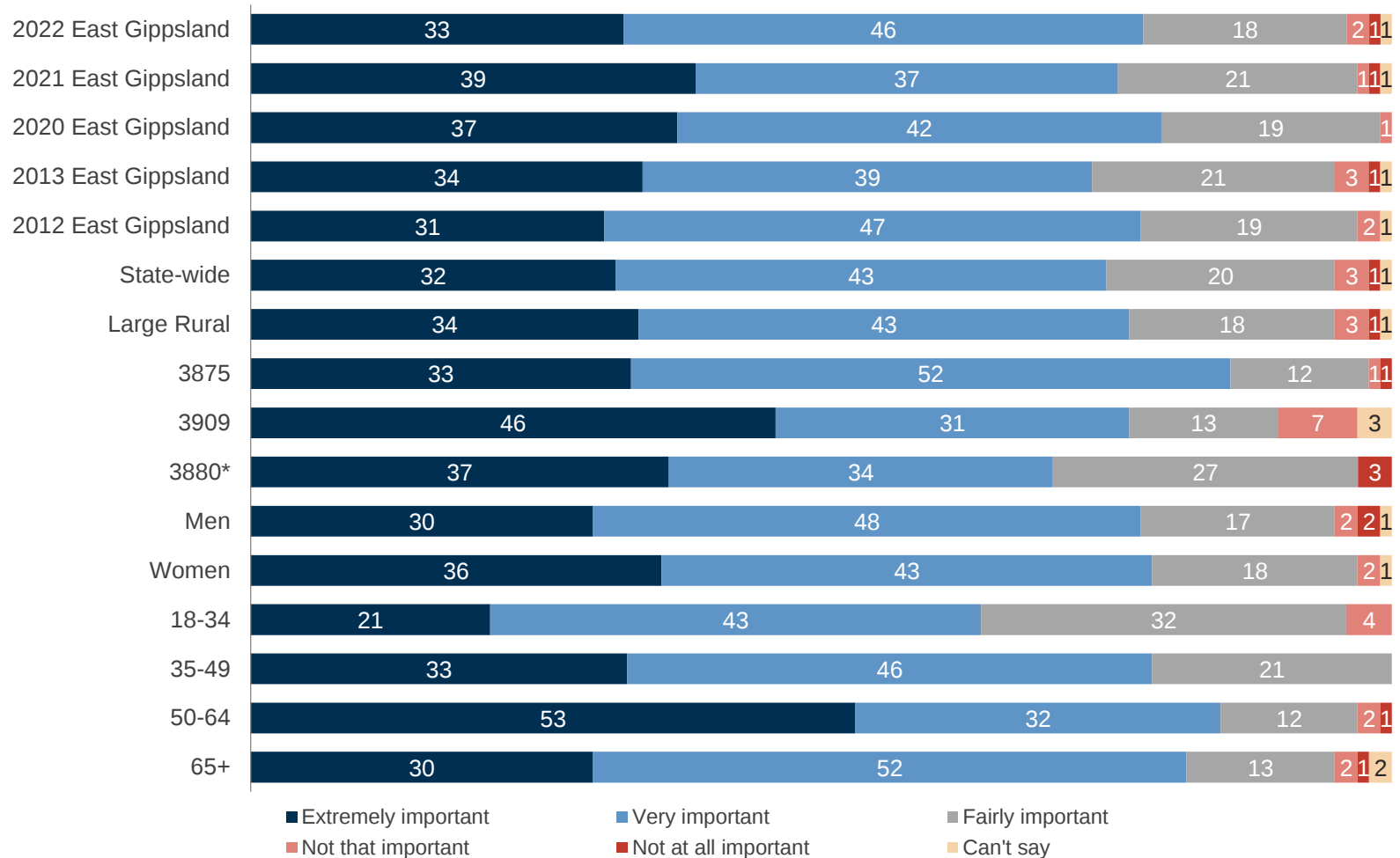
*Caution: small sample size < n=30



Community consultation and engagement importance



2022 consultation and engagement importance (%)



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

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

*Caution: small sample size < n=30



Community consultation and engagement performance



2022 consultation and engagement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54▲	56	55	56	55	55	54	56	57	57	57
18-34	52	54	53	44	57	55	57	54	60	57	57
35-49	52	47	51	55	56	48	51	51	51	51	49
3880	51*	53	59	49	51	n/a	n/a	n/a	53	64	n/a
Women	51	50	54	47	52	51	54	52	51	55	55
Large Rural	51▲	54	54	54	54	52	52	54	n/a	n/a	n/a
3875	49	50	54	47	55	n/a	n/a	n/a	54	51	n/a
East Gippsland	48	51	54	48	52	47	52	52	53	54	54
65+	47	52	55	53	50	44	50	53	49	54	56
Men	46	52	54	50	51	44	49	52	55	52	52
50-64	44	49	54	39	48	47	52	49	52	53	54
3909	42	53	52	46	53	n/a	n/a	n/a	46	77	n/a

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

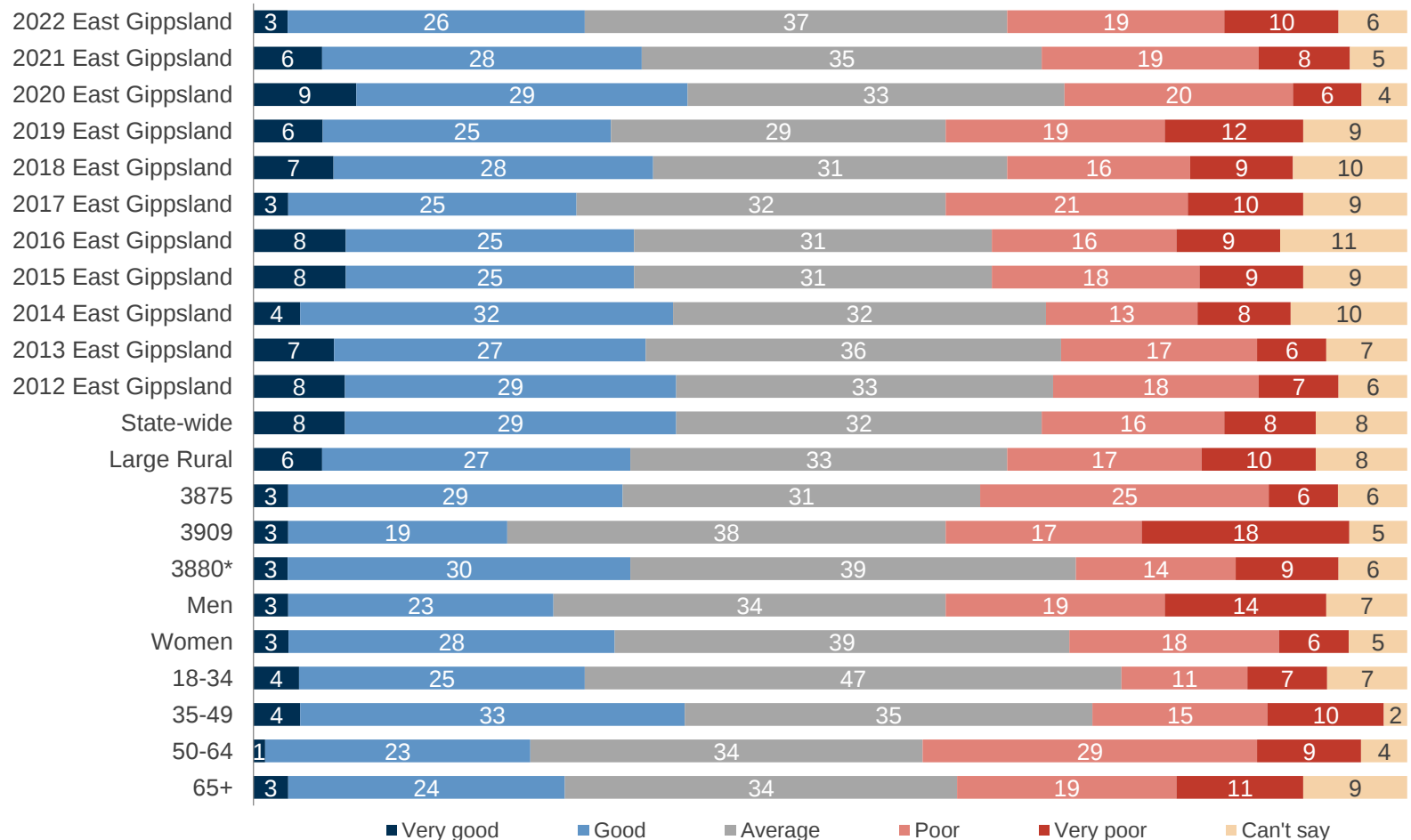
*Caution: small sample size < n=30



Community consultation and engagement performance



2022 consultation and engagement performance (%)



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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2022 lobbying importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
50-64	74	74	72	n/a	n/a	n/a	n/a	n/a	n/a	71	71
Women	73	77	75	n/a	n/a	n/a	n/a	n/a	n/a	74	73
3875	71	68	71	n/a	n/a	n/a	n/a	n/a	n/a	67	n/a
State-wide	71	69	68	67	68	69	69	69	70	70	70
Large Rural	71	71	69	67	68	69	70	70	n/a	n/a	n/a
East Gippsland	70	71	71	n/a	n/a	n/a	n/a	n/a	n/a	71	71
3880	70*	76	70	n/a	n/a	n/a	n/a	n/a	n/a	79	n/a
3909	70	73	69	n/a	n/a	n/a	n/a	n/a	n/a	69	n/a
35-49	69	72	73	n/a	n/a	n/a	n/a	n/a	n/a	71	75
65+	69	72	73	n/a	n/a	n/a	n/a	n/a	n/a	71	70
18-34	69	67	64	n/a	n/a	n/a	n/a	n/a	n/a	71	66
Men	67	65	67	n/a	n/a	n/a	n/a	n/a	n/a	68	68

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

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

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

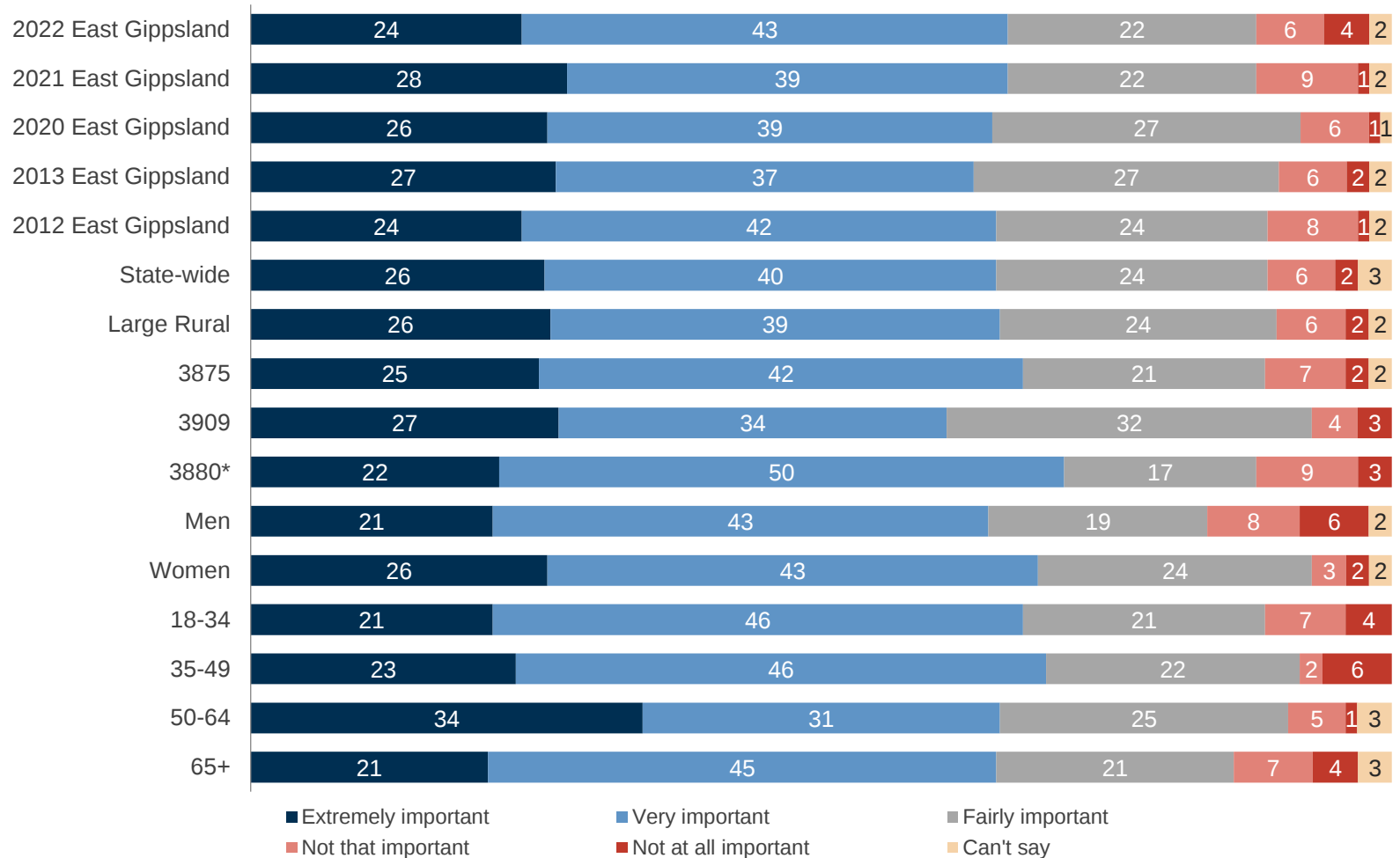
*Caution: small sample size < n=30



Lobbying on behalf of the community importance



2022 lobbying importance (%)



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

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

*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2022 lobbying performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	57▲	48	55	43	54	48	49	48	55	47	52
3875	54	54	53	46	54	n/a	n/a	n/a	55	53	n/a
State-wide	53▲	55	53	54	54	54	53	55	56	55	55
18-34	53	53	51	45	54	57	57	56	61	59	55
Large Rural	51	54	53	52	52	51	50	53	n/a	n/a	n/a
Women	51	54	54	44	50	50	53	53	54	57	54
East Gippsland	50	54	56	46	50	49	50	51	54	54	53
Men	50	53	57	49	50	47	48	48	55	52	52
3880	49*	59	61	44	53	n/a	n/a	n/a	50	62	n/a
50-64	48	52	56	42	43	46	48	48	52	56	51
65+	48	58	59	51	50	46	49	51	50	56	55
3909	41▼	50	55	45	46	n/a	n/a	n/a	65	77	n/a

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

Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

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

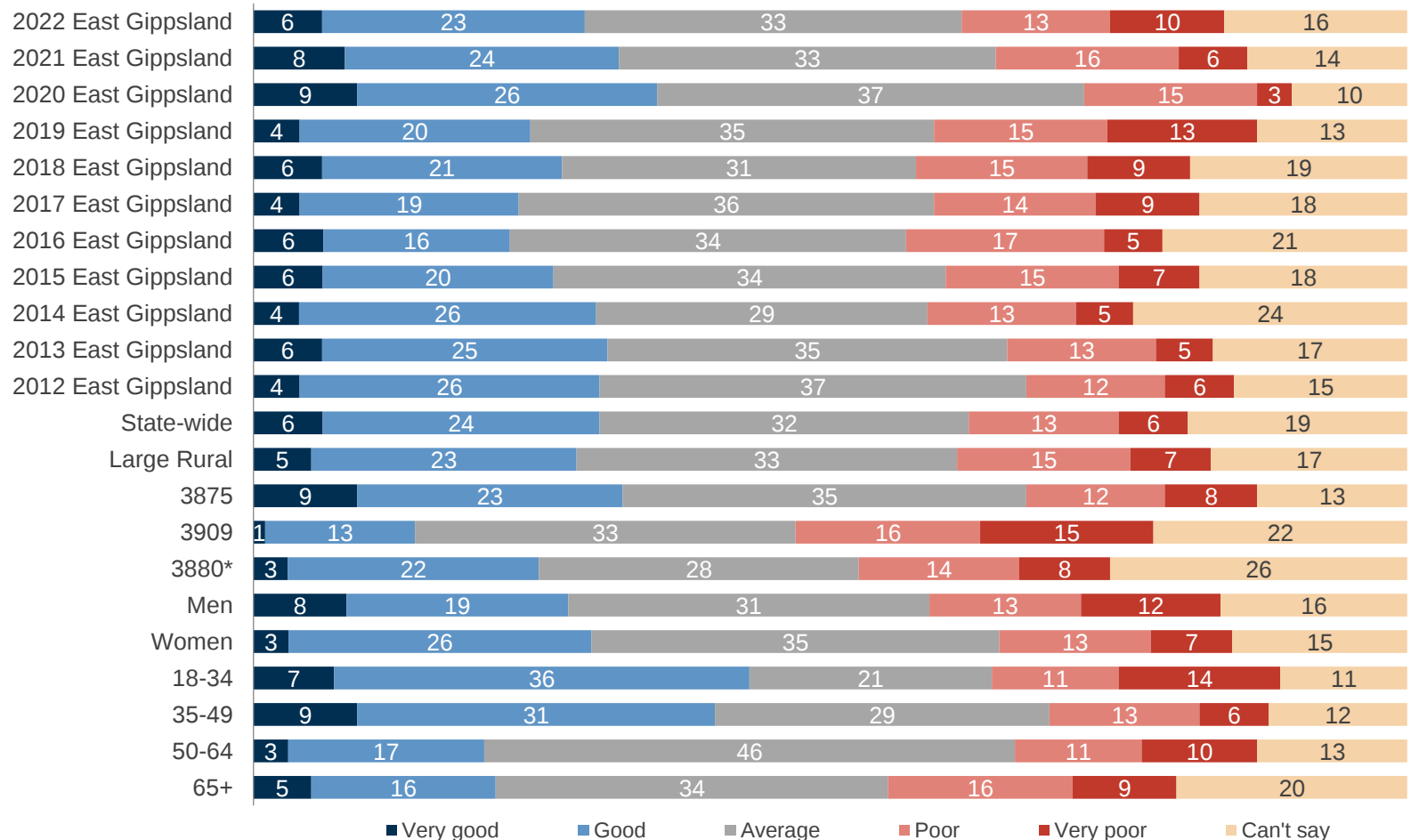
*Caution: small sample size < n=30



Lobbying on behalf of the community performance



2022 lobbying performance (%)



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

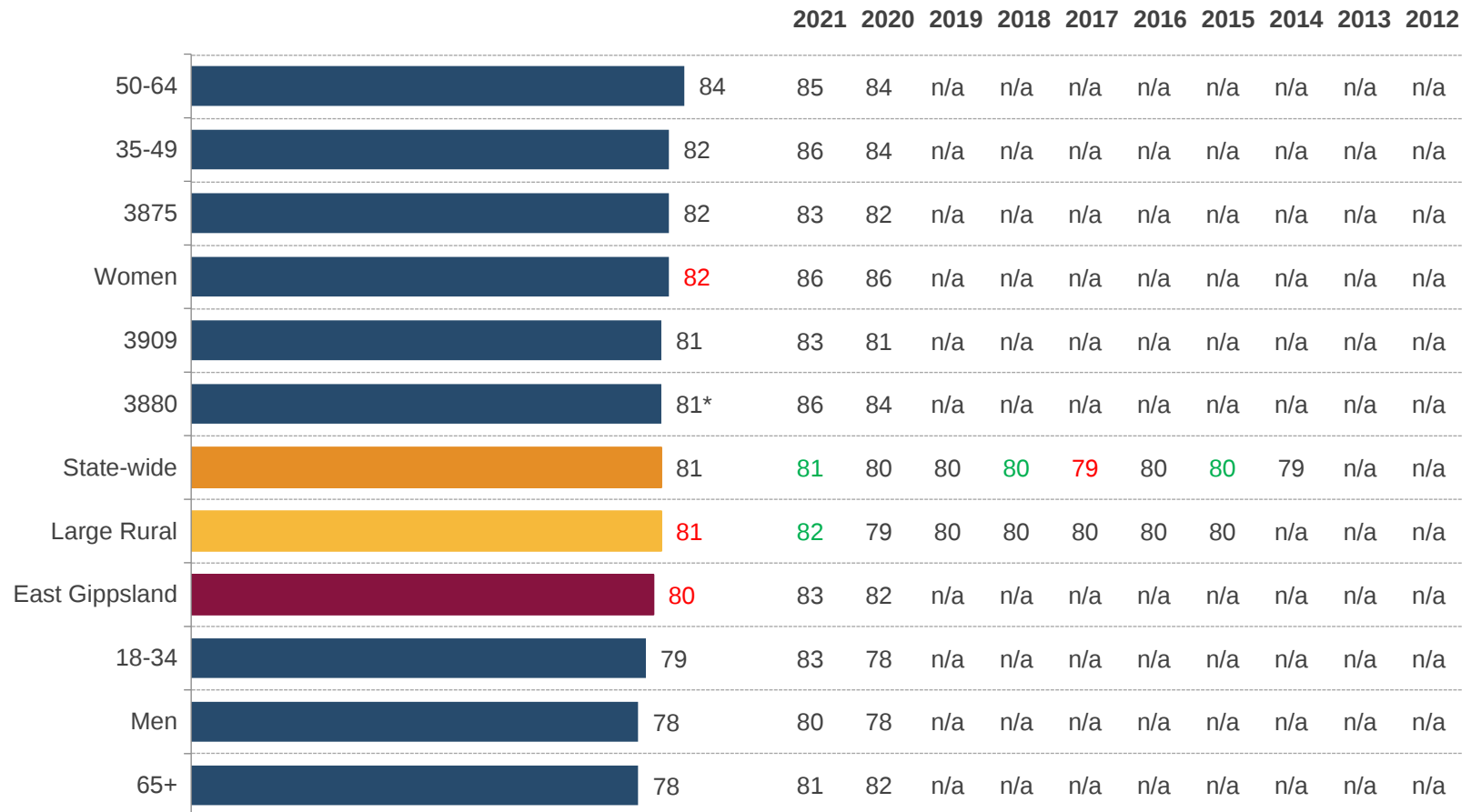
Base: All respondents. Councils asked State-wide: 49 Councils asked group: 14

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2022 community decisions made importance (index scores)



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

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

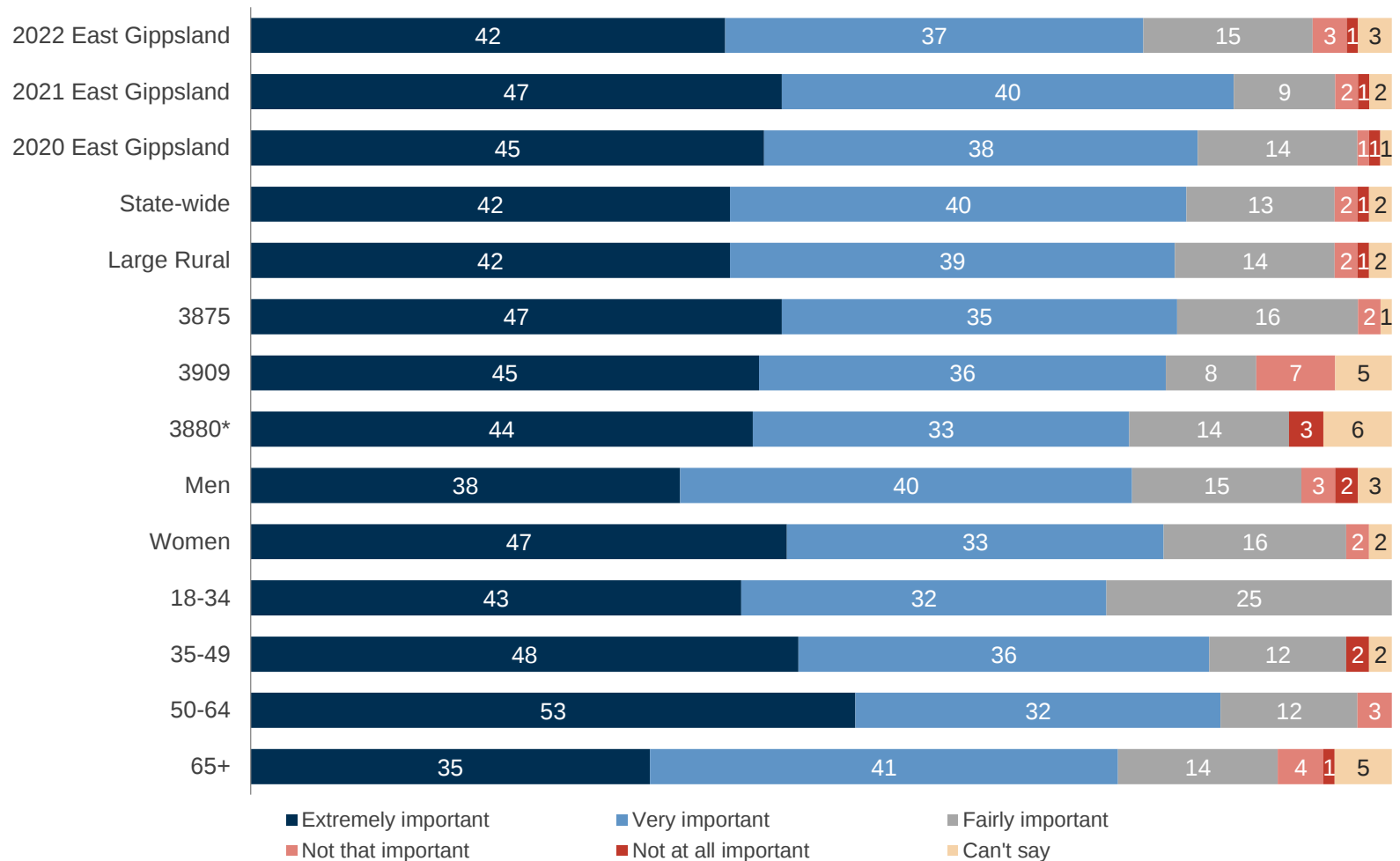
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2022 community decisions made importance (%)



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

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

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2022 community decisions made performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	54▲	56	53	55	54	54	54	55	57	n/a	n/a
18-34	54	52	51	41	56	60	52	60	n/a	n/a	n/a
3875	52	51	55	46	53	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	46	48	47	54	47	46	50	n/a	n/a	n/a
Large Rural	51	54	52	52	52	51	50	52	n/a	n/a	n/a
Men	51	49	54	48	51	47	48	51	n/a	n/a	n/a
East Gippsland	50	51	54	46	51	50	49	53	n/a	n/a	n/a
Women	49	54	55	44	51	52	51	54	n/a	n/a	n/a
3880	49*	57	58	50	53	n/a	n/a	n/a	n/a	n/a	n/a
65+	49	54	58	51	50	49	49	51	n/a	n/a	n/a
50-64	47	50	56	40	45	46	52	52	n/a	n/a	n/a
3909	46	50	52	41	50	n/a	n/a	n/a	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: 67 Councils asked group: 19

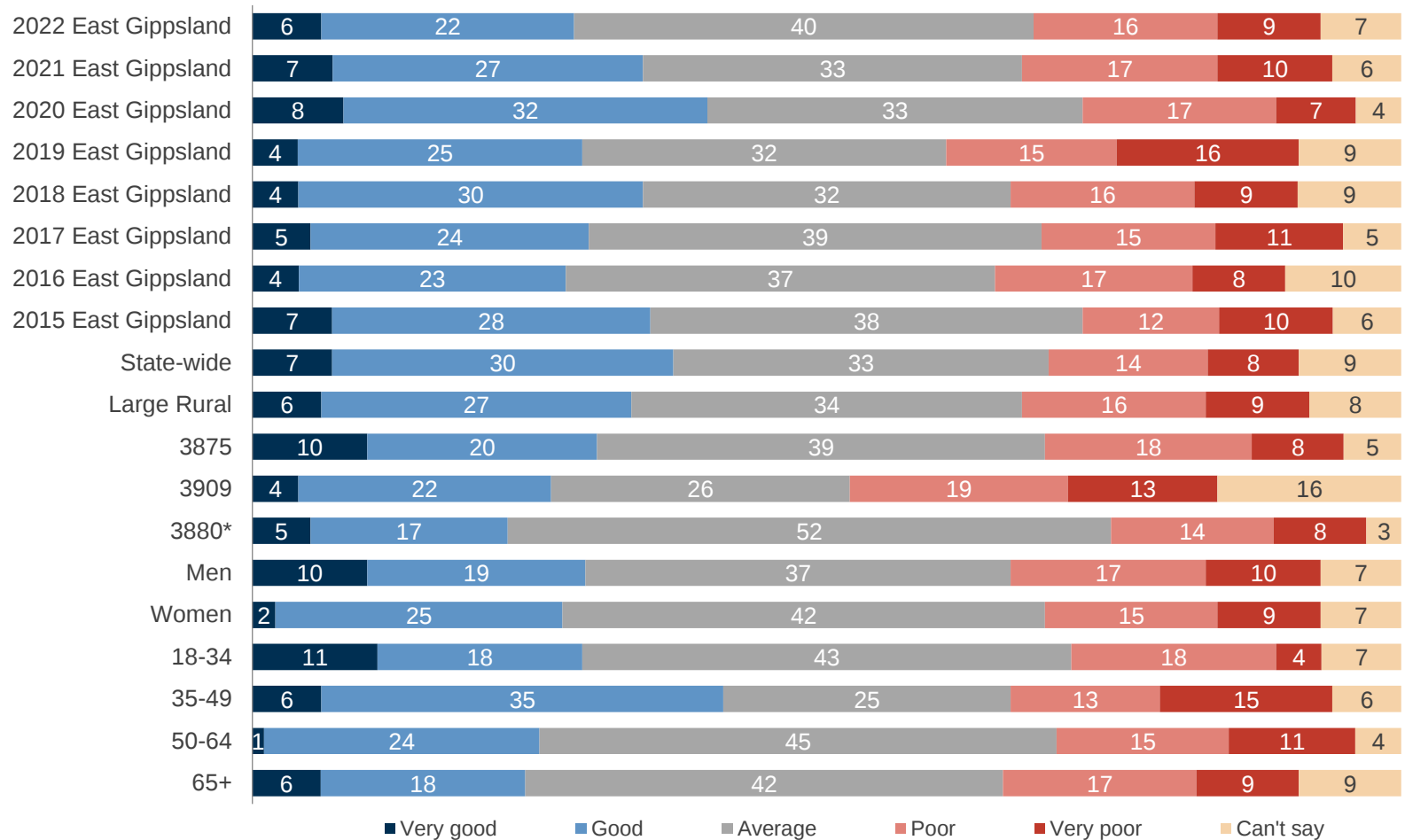
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community performance



2022 community decisions made performance (%)



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: 67 Councils asked group: 19

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2022 sealed local roads importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	89*	80	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	87	80	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	86	81	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	85	75	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	84	83	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	84	80	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	84	76	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	84	82	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84	73	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	83	80	81	80	80	77	80	78	n/a	n/a	n/a
50-64	83	80	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81▼	79	79	79	80	78	78	76	77	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: 23 Councils asked group: 7

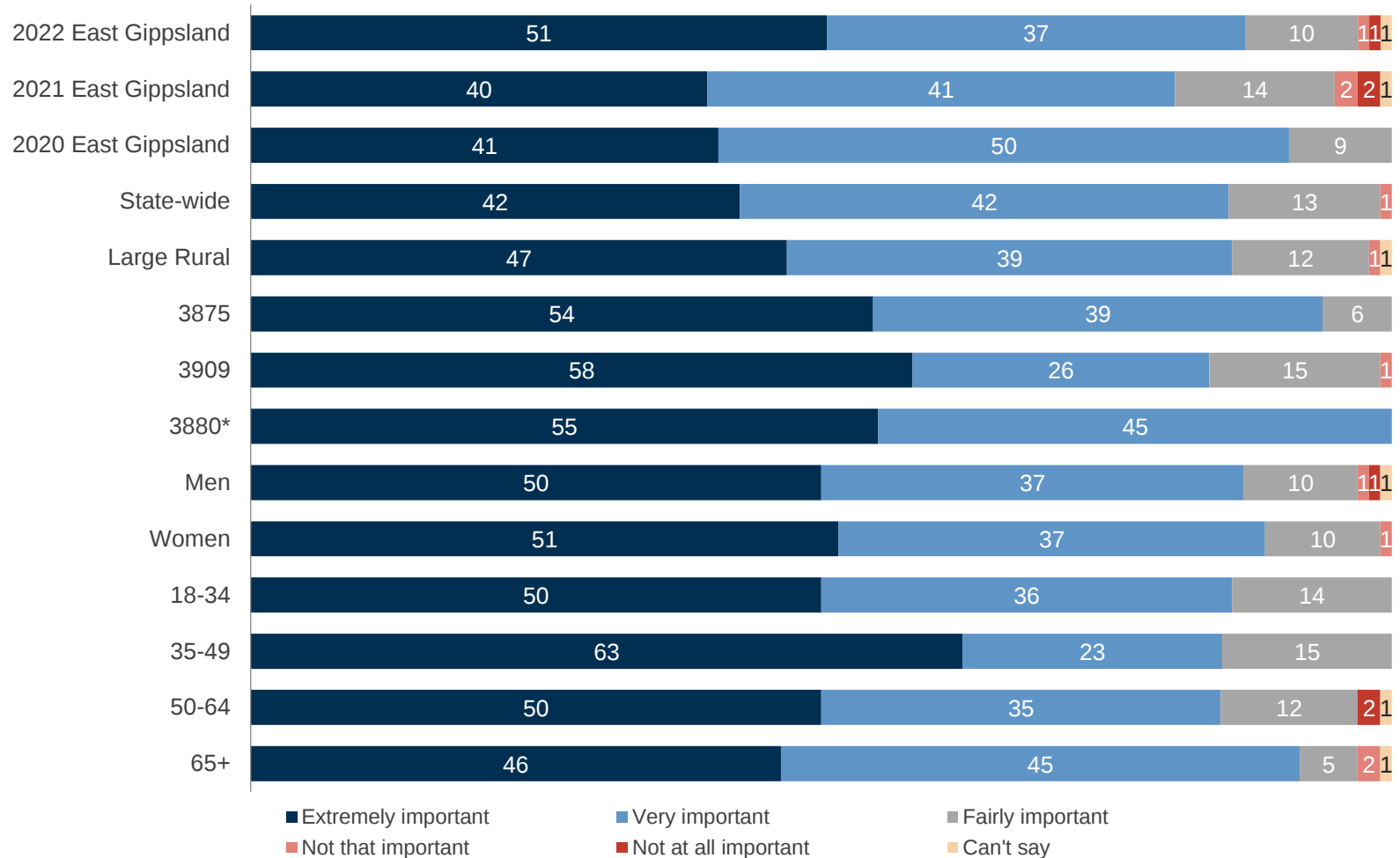
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2022 sealed local roads importance (%)



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

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

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2022 sealed local roads performance (index scores)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	57	54	56	53	53	54	55	55	n/a	n/a
Large Rural	50	47	47	45	43	44	45	n/a	n/a	n/a
3909	55	57	52	50	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	62	55	53	48	48	48	n/a	n/a	n/a
Men	53	52	48	49	48	45	46	n/a	n/a	n/a
East Gippsland	53	55	49	50	46	46	46	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
Women	52	57	49	52	45	47	45	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
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: 67 Councils asked group: 19

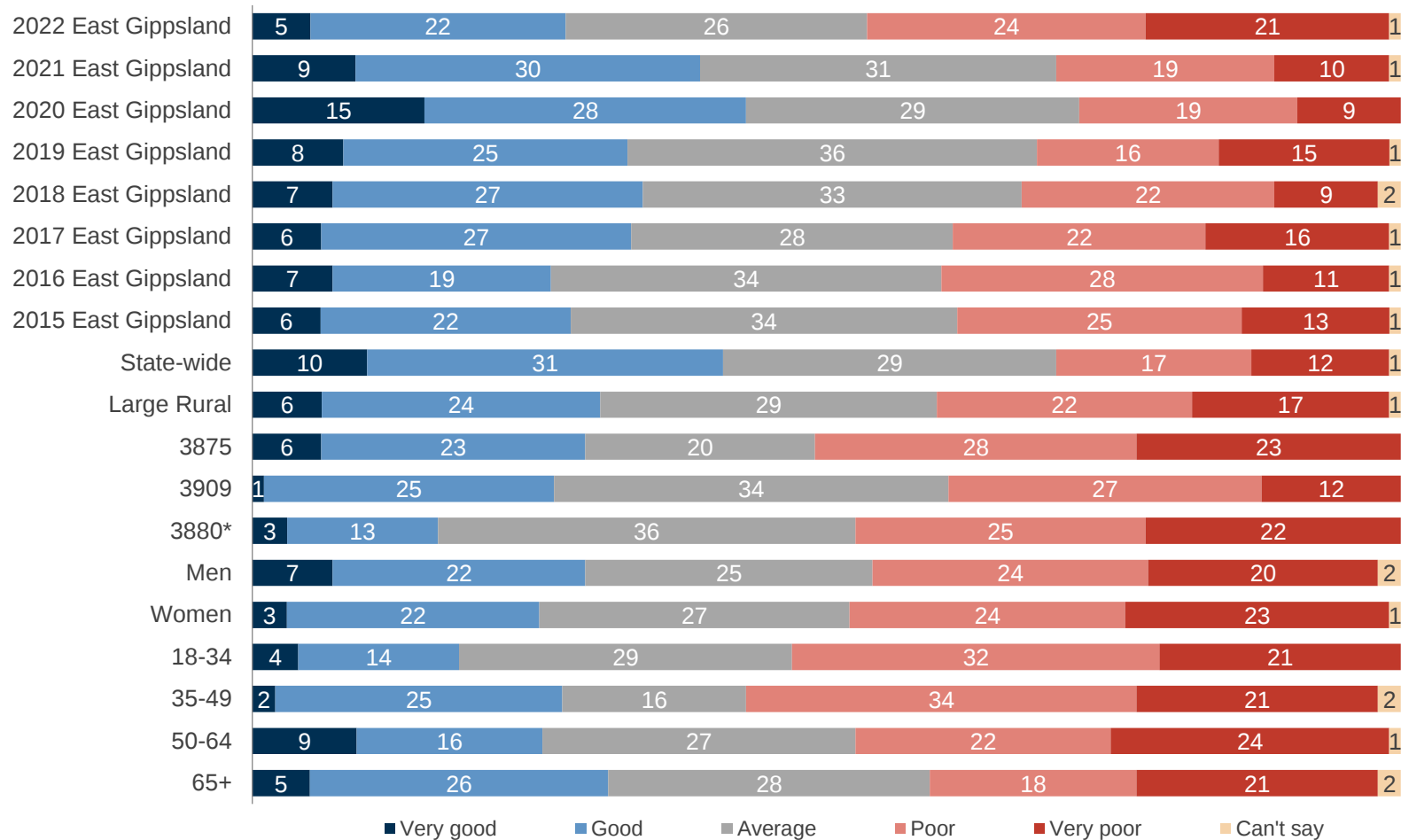
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2022 sealed local roads performance (%)



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: 67 Councils asked group: 19

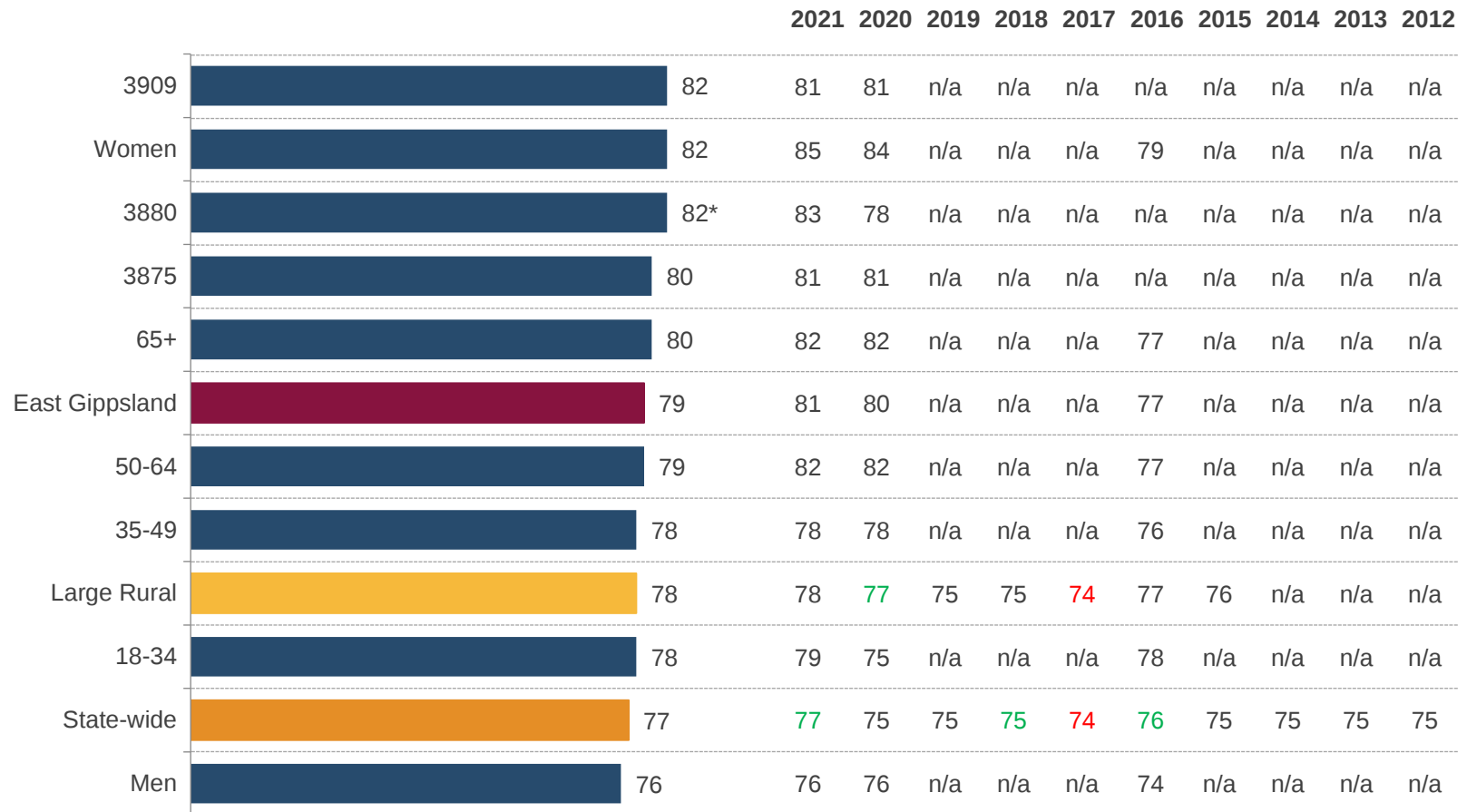
*Caution: small sample size < n=30



Informing the community importance



2022 informing community importance (index scores)



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

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

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

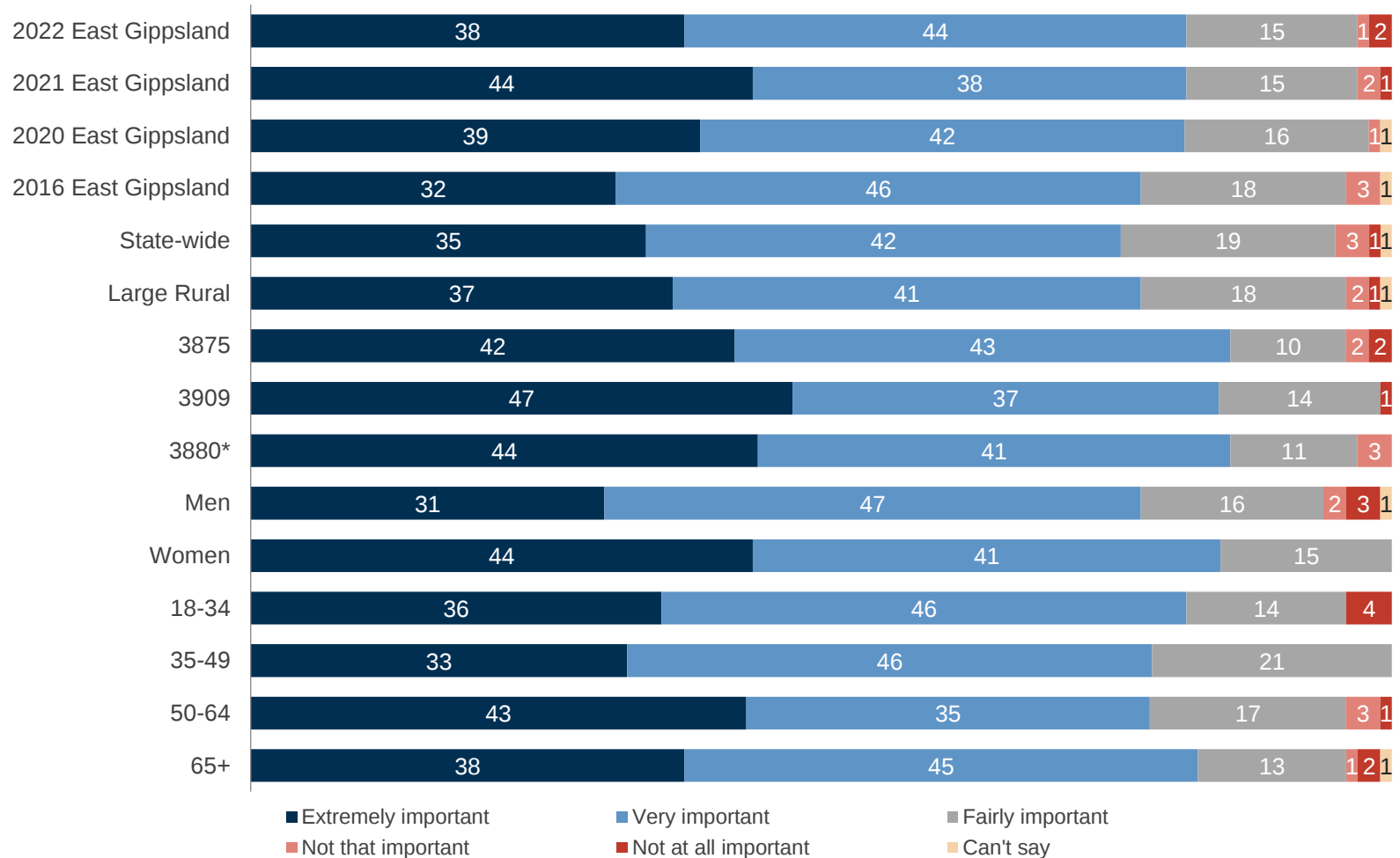
*Caution: small sample size < n=30



Informing the community importance



2022 informing community importance (%)



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

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

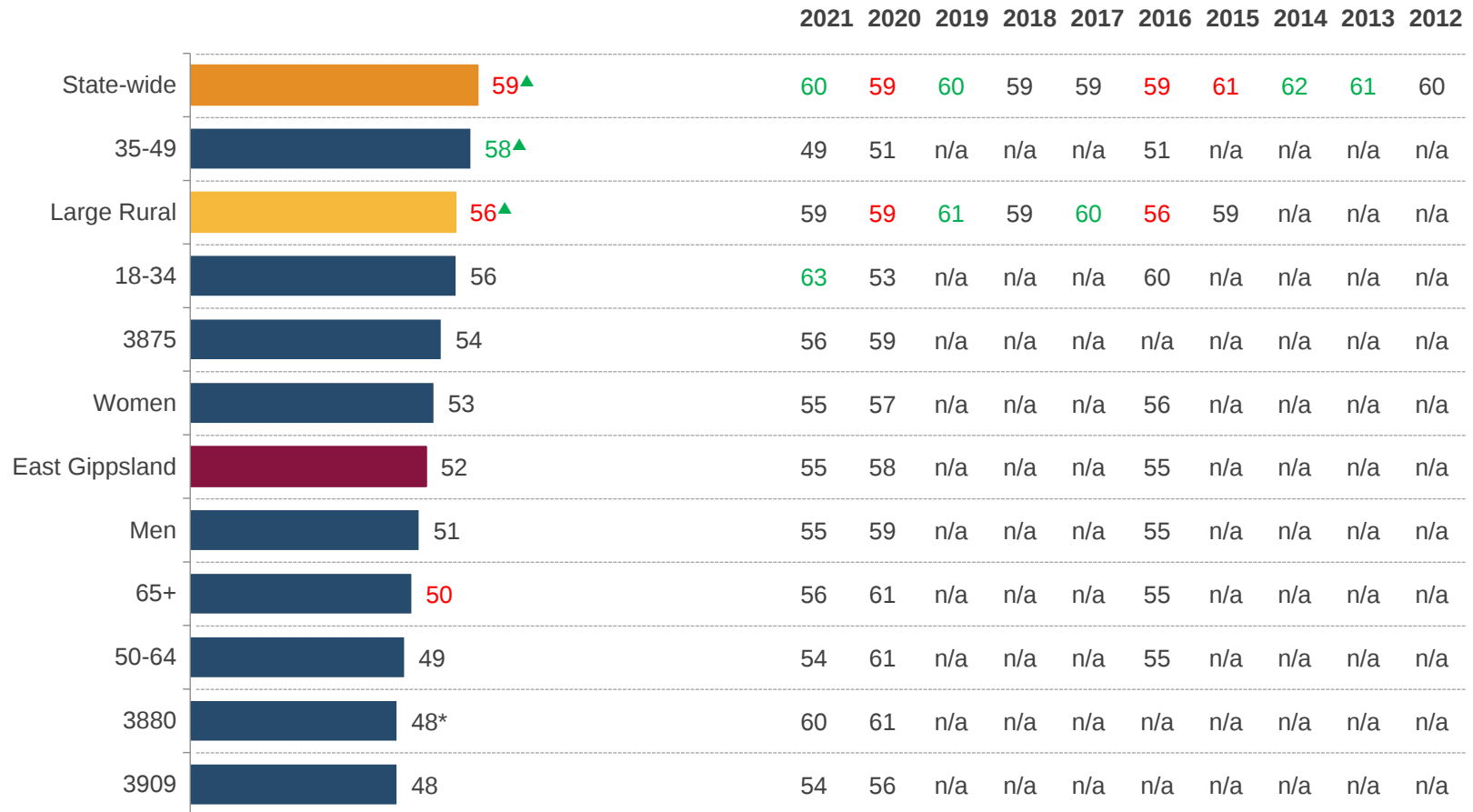
*Caution: small sample size < n=30



Informing the community performance



2022 informing community performance (index scores)



Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 7

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

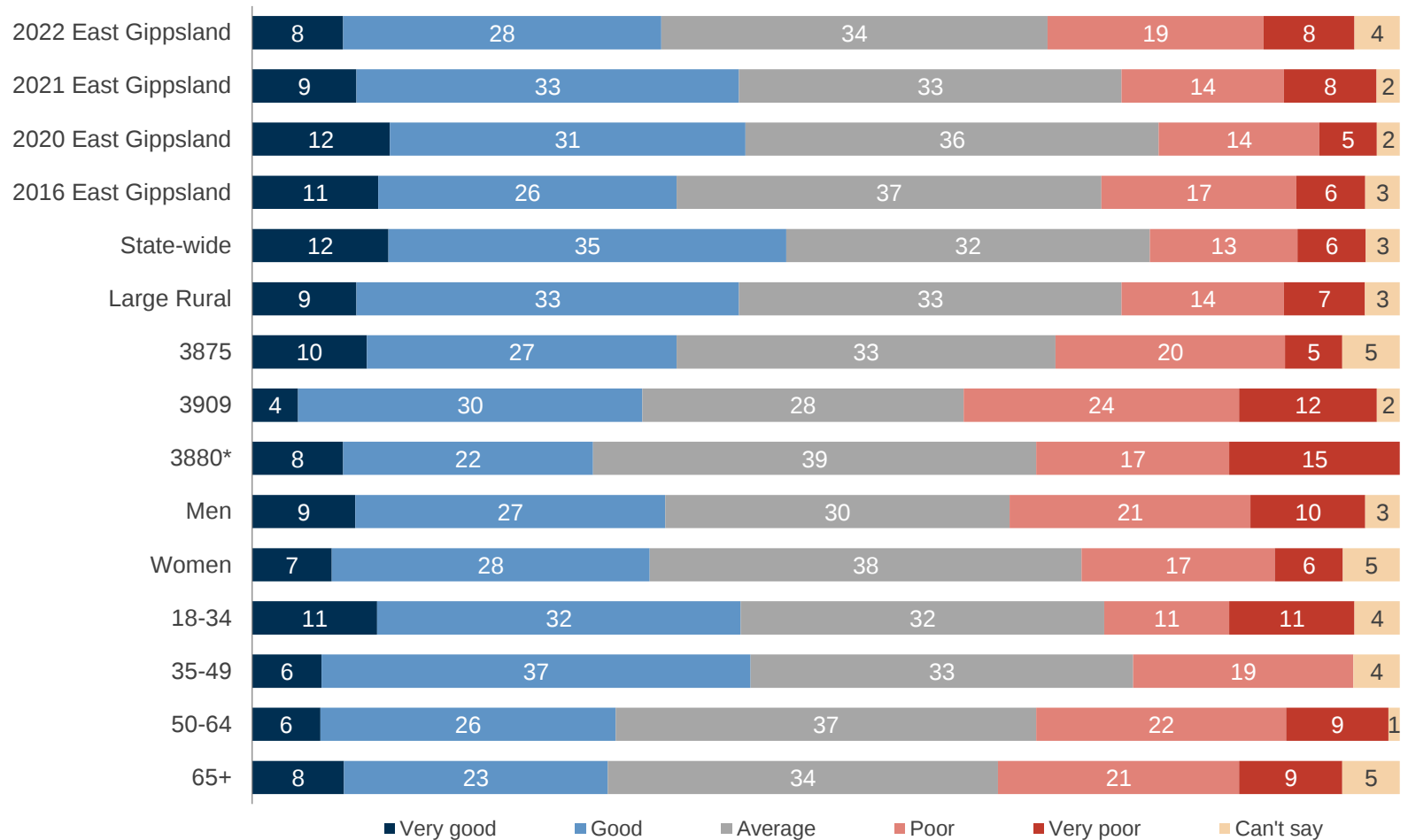
*Caution: small sample size < n=30



Informing the community performance



2022 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 36 Councils asked group: 7

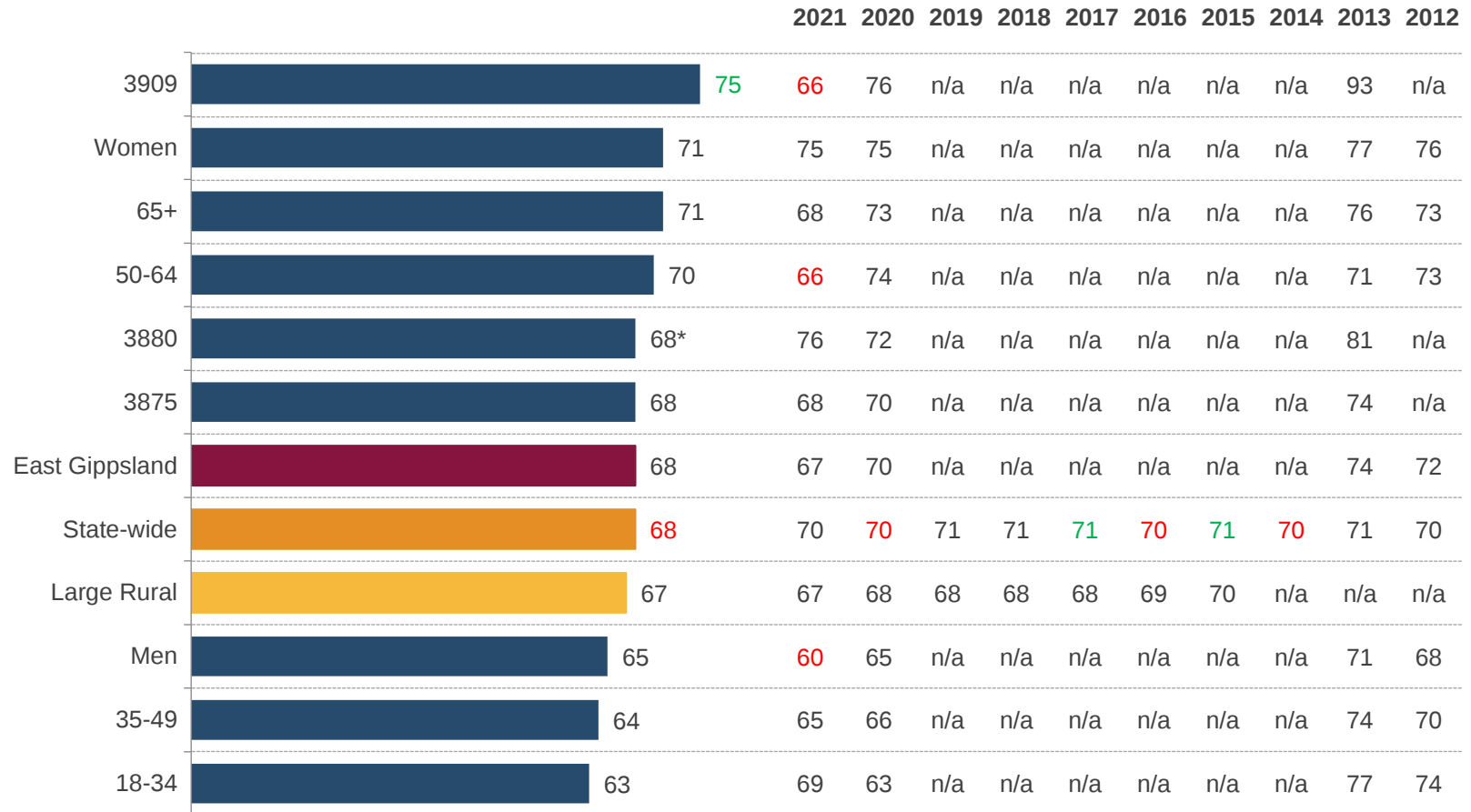
*Caution: small sample size < n=30



Enforcement of local laws importance



2022 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: 24 Councils asked group: 5

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

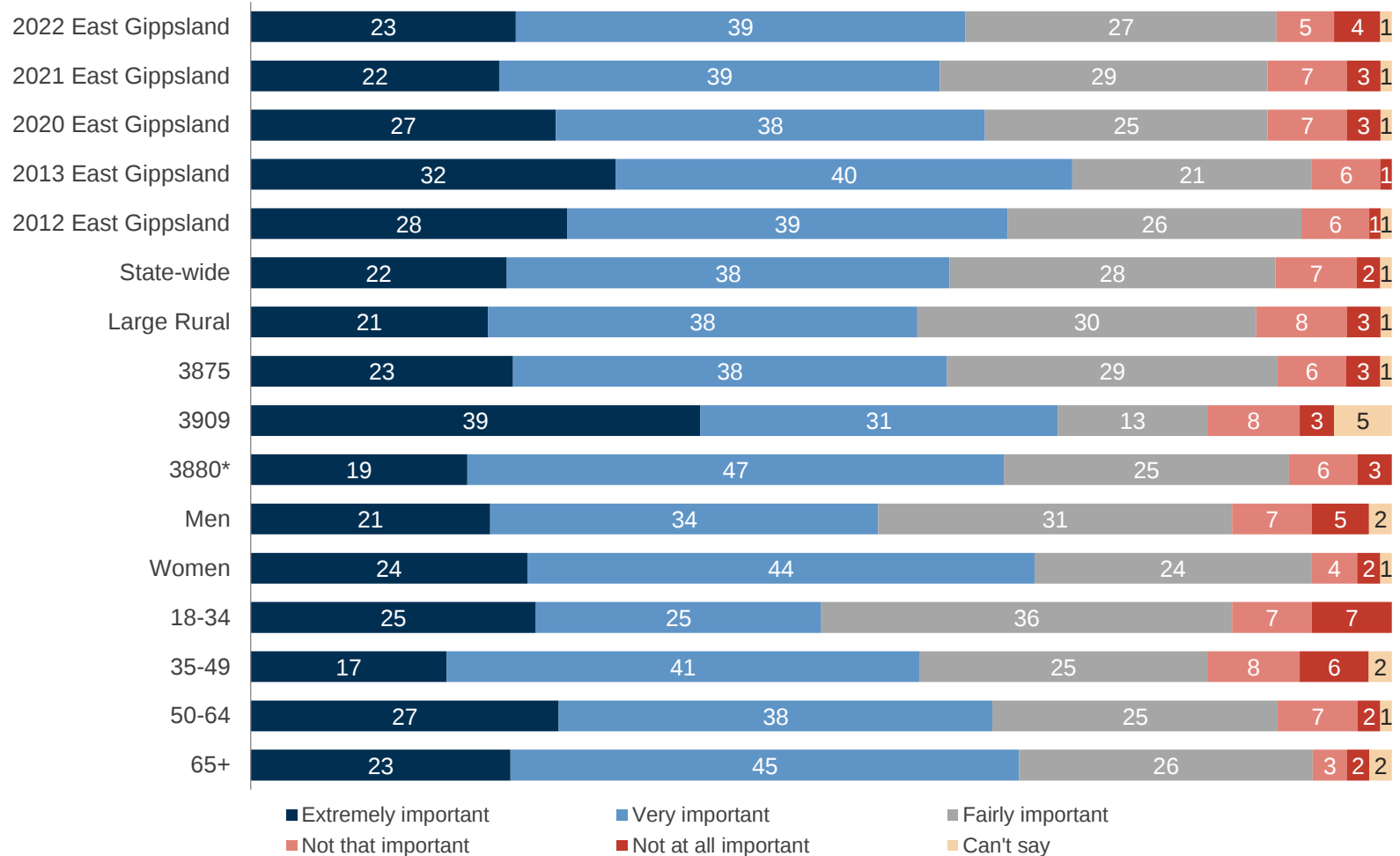
*Caution: small sample size < n=30



Enforcement of local laws importance



2022 law enforcement importance (%)



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

Base: All respondents. Councils asked State-wide: 24 Councils asked Group: 5

*Caution: small sample size < n=30



Enforcement of local laws performance



2022 law enforcement performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	64	63	61	n/a	n/a	n/a	n/a	n/a	65	66	65
Large Rural	64▲	64	64	64	64	63	63	65	n/a	n/a	n/a
State-wide	63▲	64	63	64	64	64	63	66	66	65	65
3875	63	61	65	n/a	n/a	n/a	n/a	n/a	62	64	n/a
50-64	63	58	66	n/a	n/a	n/a	n/a	n/a	60	59	61
Women	62	63	65	n/a	n/a	n/a	n/a	n/a	62	62	63
35-49	61	64	65	n/a	n/a	n/a	n/a	n/a	67	63	64
East Gippsland	60	61	64	n/a	n/a	n/a	n/a	n/a	62	62	63
3880	60*	58	64	n/a	n/a	n/a	n/a	n/a	64	62	n/a
Men	59	59	62	n/a	n/a	n/a	n/a	n/a	61	61	62
65+	58	61	63	n/a	n/a	n/a	n/a	n/a	57	60	61
3909	55	61	55	n/a	n/a	n/a	n/a	n/a	64	89	n/a

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

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

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

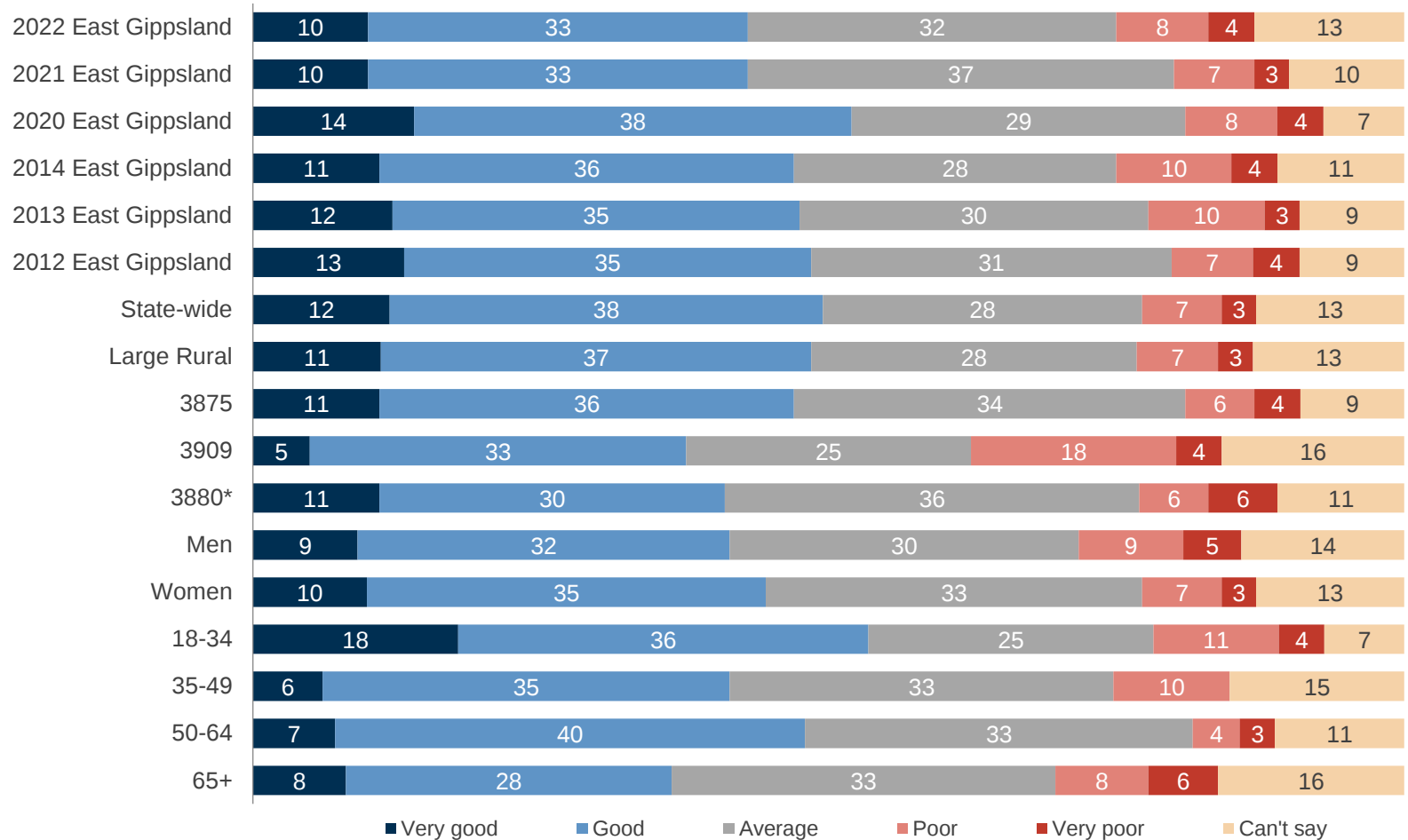
*Caution: small sample size < n=30



Enforcement of local laws performance



2022 law enforcement performance (%)



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

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

*Caution: small sample size < n=30



Recreational facilities importance



2022 recreational facilities importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	77*	75	75	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a
3909	76	74	77	n/a	n/a	n/a	n/a	n/a	n/a	66	n/a
18-34	76	72	75	n/a	n/a	n/a	n/a	n/a	n/a	69	69
3875	75	73	80	n/a	n/a	n/a	n/a	n/a	n/a	72	n/a
Women	75	77	80	n/a	n/a	n/a	n/a	n/a	n/a	76	74
35-49	75	77	79	n/a	n/a	n/a	n/a	n/a	n/a	78	68
State-wide	74	74	72	72	73	72	73	72	72	72	72
Large Rural	74	73	72	72	74	72	72	72	n/a	n/a	n/a
East Gippsland	74	74	77	n/a	n/a	n/a	n/a	n/a	n/a	73	71
50-64	73	77	79	n/a	n/a	n/a	n/a	n/a	n/a	74	72
65+	73	72	75	n/a	n/a	n/a	n/a	n/a	n/a	69	72
Men	73	71	73	n/a	n/a	n/a	n/a	n/a	n/a	69	67

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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

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

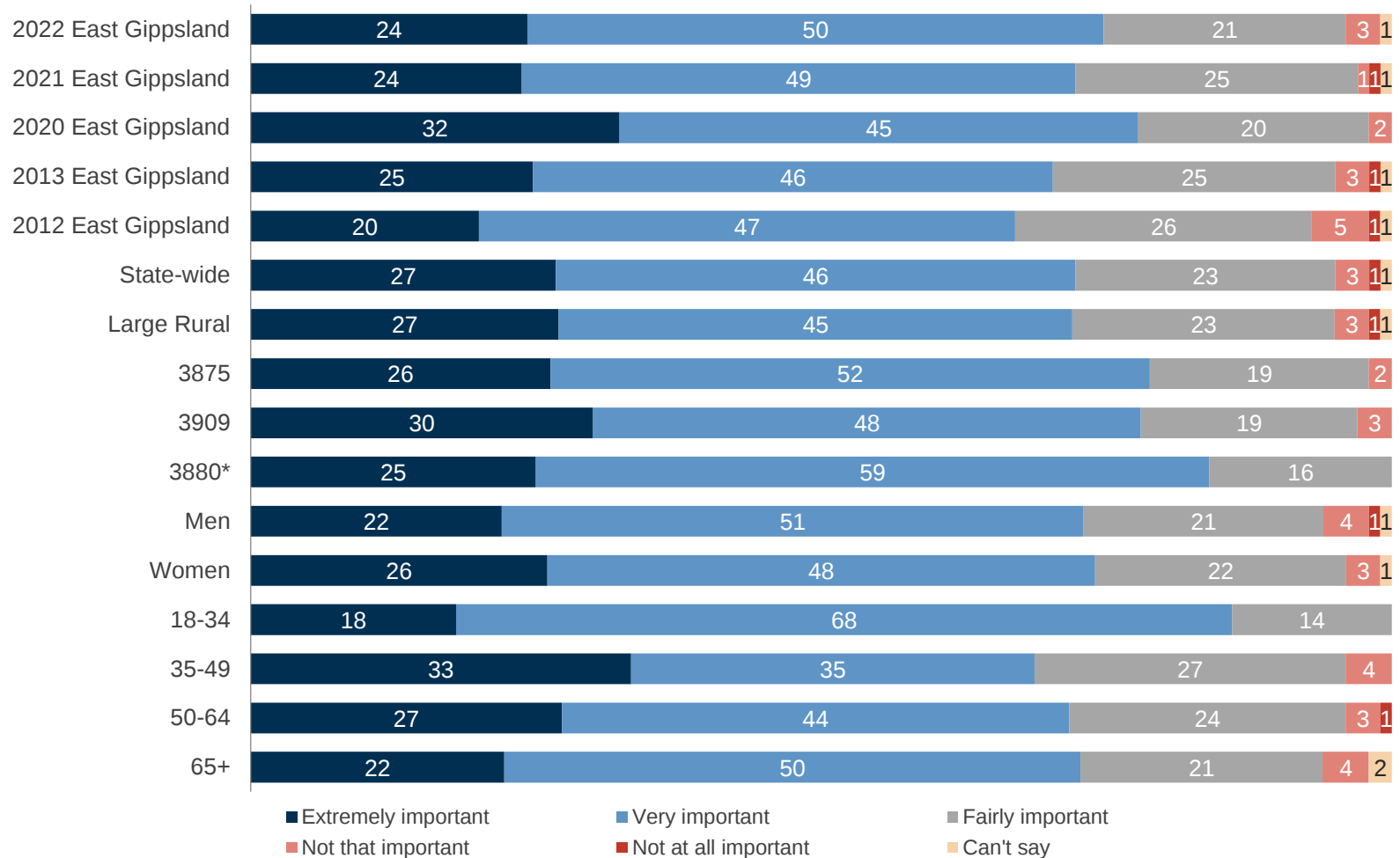
*Caution: small sample size < n=30



Recreational facilities importance



2022 recreational facilities importance (%)



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

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9

*Caution: small sample size < n=30



Recreational facilities performance



2022 recreational facilities performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	70*	67	73	n/a	n/a	n/a	n/a	n/a	67	71	n/a
35-49	70	60	69	n/a	n/a	n/a	n/a	n/a	65	57	63
3875	70	71	72	n/a	n/a	n/a	n/a	n/a	72	67	n/a
State-wide	69▲	71	70	70	69	70	69	70	71	70	70
18-34	69	70	66	n/a	n/a	n/a	n/a	n/a	73	67	68
Men	68	66	71	n/a	n/a	n/a	n/a	n/a	70	66	68
East Gippsland	66	67	71	n/a	n/a	n/a	n/a	n/a	69	65	67
Large Rural	66	68	67	68	66	66	65	66	n/a	n/a	n/a
65+	66	70	74	n/a	n/a	n/a	n/a	n/a	68	71	70
Women	65	67	71	n/a	n/a	n/a	n/a	n/a	68	65	66
50-64	62	63	70	n/a	n/a	n/a	n/a	n/a	70	66	66
3909	59	68	70	n/a	n/a	n/a	n/a	n/a	52	80	n/a

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

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

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

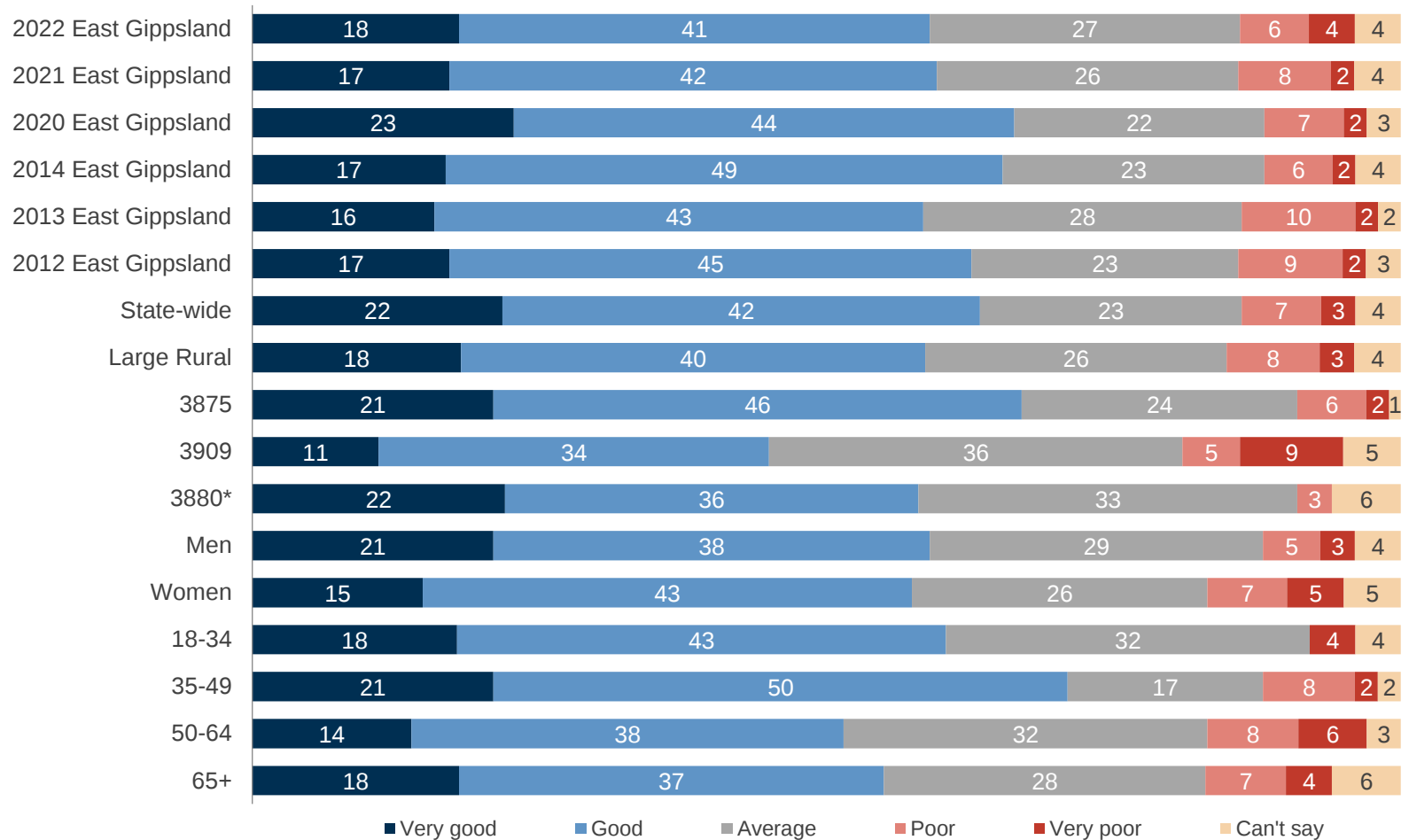
*Caution: small sample size < n=30



Recreational facilities performance



2022 recreational facilities performance (%)



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

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

*Caution: small sample size < n=30



The appearance of public areas importance



2022 public areas importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	81	76	76	n/a	n/a	n/a	n/a	n/a	n/a	71	75
3909	80	79	78	n/a	n/a	n/a	n/a	n/a	n/a	67	n/a
Women	79	79	79	n/a	n/a	n/a	n/a	n/a	n/a	74	75
50-64	79	78	80	n/a	n/a	n/a	n/a	n/a	n/a	73	75
3875	78	75	76	n/a	n/a	n/a	n/a	n/a	n/a	71	n/a
East Gippsland	77	77	77	n/a	n/a	n/a	n/a	n/a	n/a	72	73
3880	76*	78	79	n/a	n/a	n/a	n/a	n/a	n/a	81	n/a
18-34	76	76	71	n/a	n/a	n/a	n/a	n/a	n/a	70	72
65+	76	77	78	n/a	n/a	n/a	n/a	n/a	n/a	75	73
State-wide	75▼	75	74	73	74	74	74	73	73	74	73
Men	75	75	74	n/a	n/a	n/a	n/a	n/a	n/a	71	72
Large Rural	75	75	73	73	73	73	74	73	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: 32 Councils asked group: 9

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

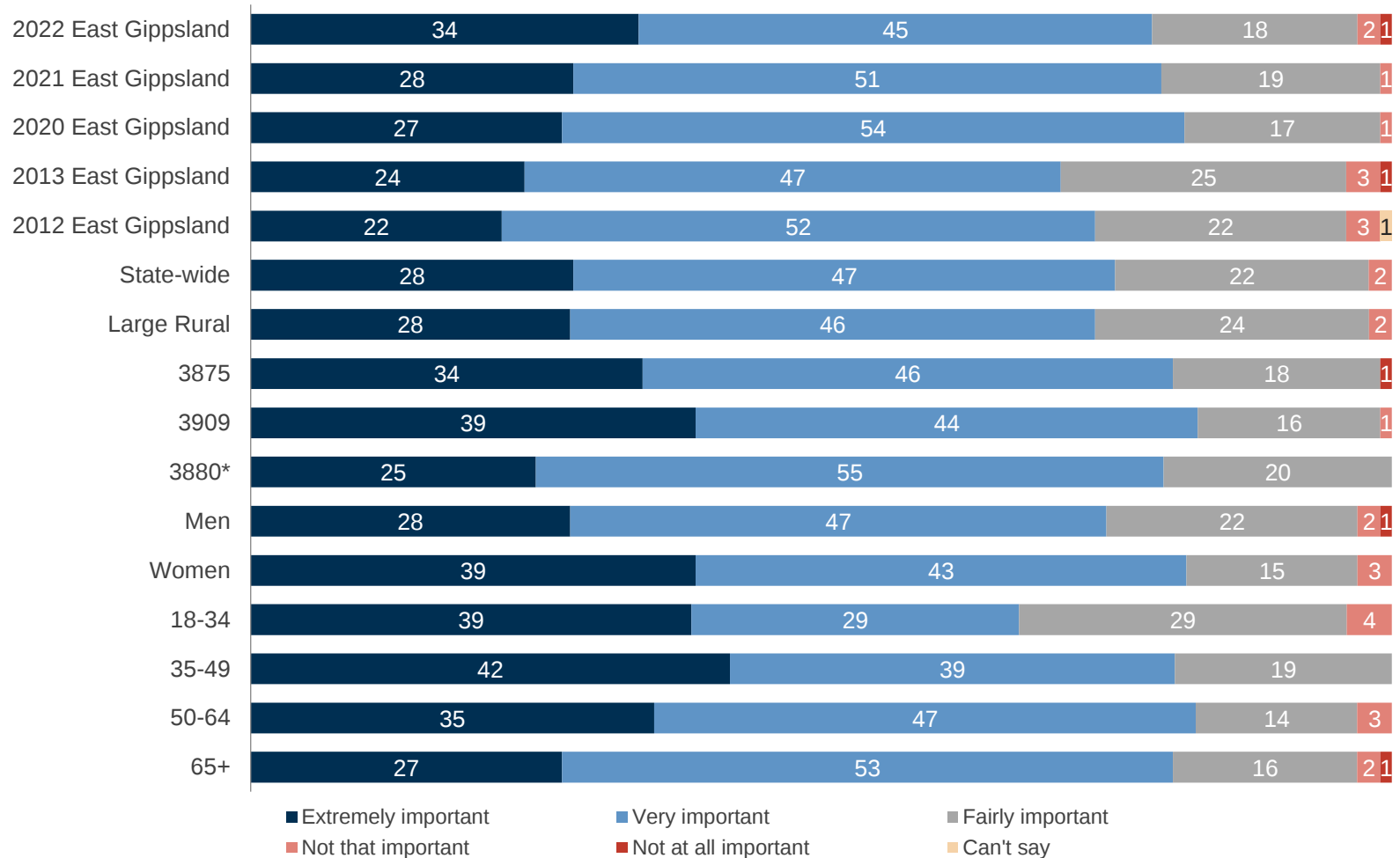
*Caution: small sample size < n=30



The appearance of public areas importance



2022 public areas importance (%)



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

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

*Caution: small sample size < n=30



The appearance of public areas performance



2022 public areas performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	71▲	73	72	72	71	71	71	72	72	71	71
Large Rural	67▲	70	71	70	69	69	69	69	n/a	n/a	n/a
3909	63	73	72	n/a	n/a	n/a	n/a	n/a	59	100	n/a
3880	62*	70	76	n/a	n/a	n/a	n/a	n/a	69	68	n/a
Men	61	69	74	n/a	n/a	n/a	n/a	n/a	72	70	69
65+	60	69	77	n/a	n/a	n/a	n/a	n/a	71	71	73
35-49	58	68	70	n/a	n/a	n/a	n/a	n/a	74	68	73
East Gippsland	58	69	74	n/a	n/a	n/a	n/a	n/a	72	70	71
18-34	58	71	71	n/a	n/a	n/a	n/a	n/a	74	71	65
Women	55	70	74	n/a	n/a	n/a	n/a	n/a	72	70	72
3875	54	70	75	n/a	n/a	n/a	n/a	n/a	72	71	n/a
50-64	53	69	76	n/a	n/a	n/a	n/a	n/a	71	70	72

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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11

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

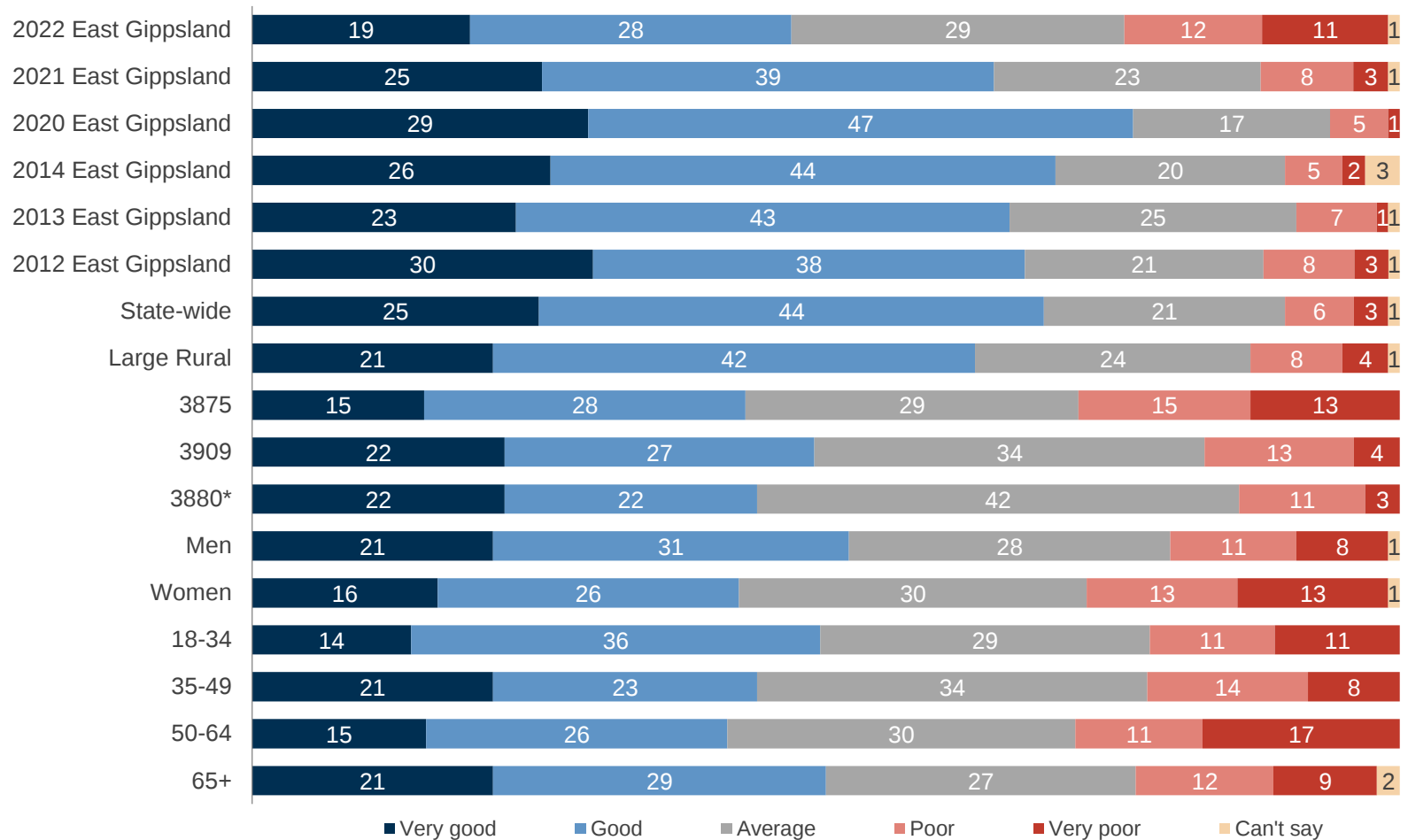
*Caution: small sample size < n=30



The appearance of public areas performance



2022 public areas performance (%)



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

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 11

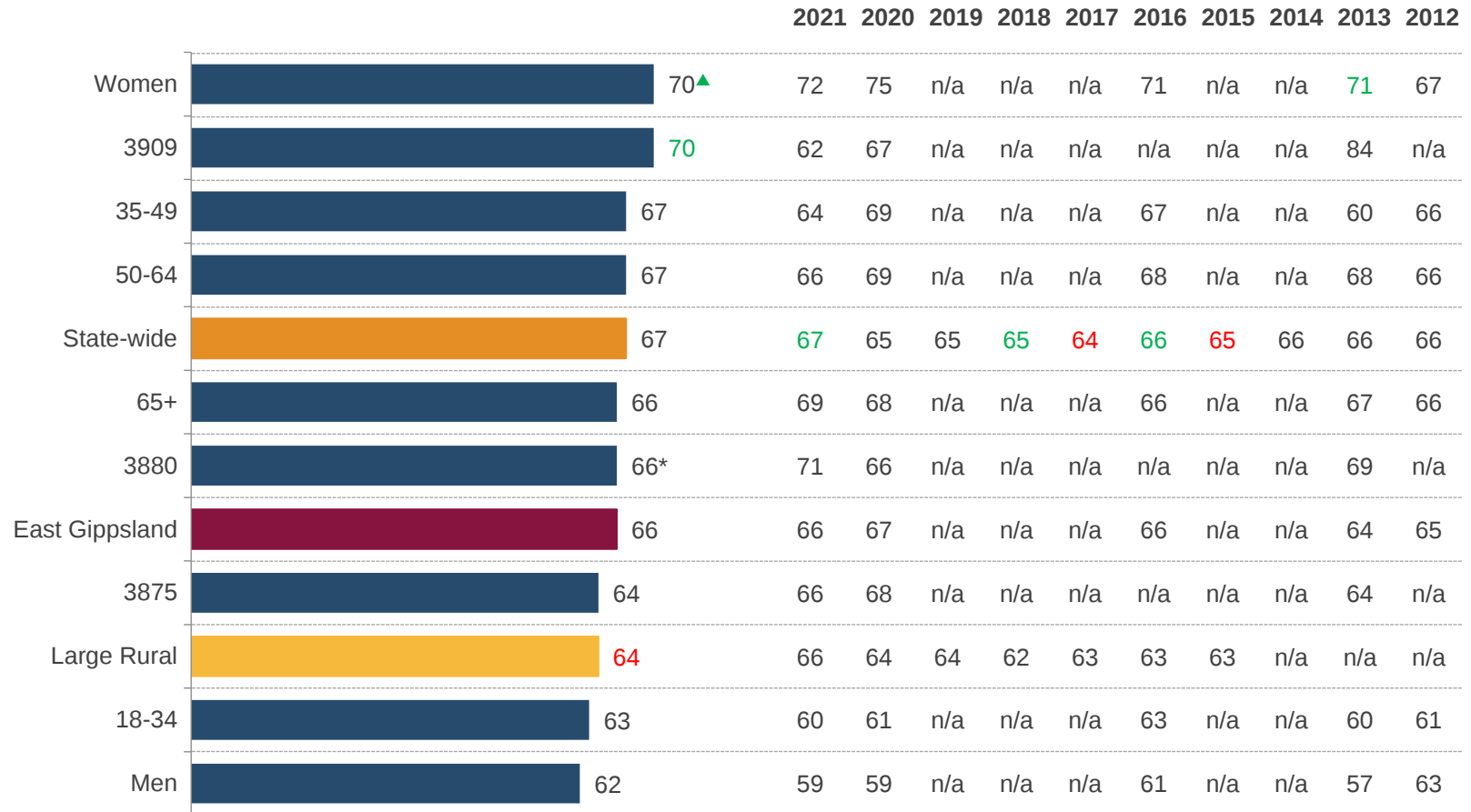
*Caution: small sample size < n=30



Art centres and libraries importance



2022 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: 23 Councils asked group: 4

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

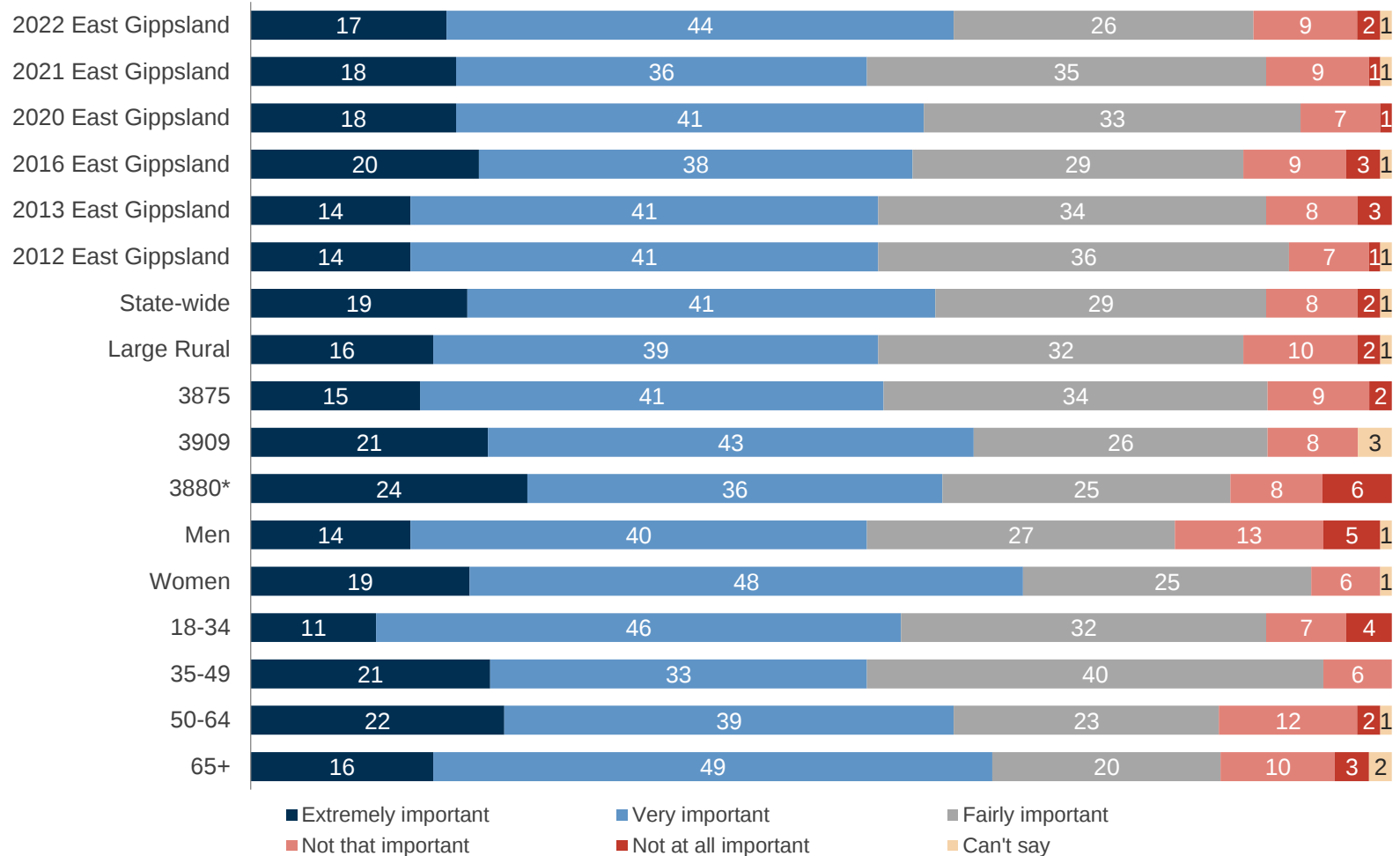
*Caution: small sample size < n=30



Art centres and libraries importance



2022 art centres and libraries importance (%)



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

Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

*Caution: small sample size < n=30



Art centres and libraries performance



2022 art centres and libraries performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	77	71	72	n/a	n/a	n/a	75	n/a	73	67	70
3880	76*	71	77	n/a	n/a	n/a	n/a	n/a	78	72	n/a
Women	76▲	75	77	n/a	n/a	n/a	77	n/a	73	69	70
State-wide	73	73	74	74	74	73	72	73	75	73	73
65+	73	76	78	n/a	n/a	n/a	74	n/a	74	73	72
3875	72	74	76	n/a	n/a	n/a	n/a	n/a	73	71	n/a
East Gippsland	72	72	75	n/a	n/a	n/a	74	n/a	73	68	70
Large Rural	72	73	72	73	71	70	70	73	n/a	n/a	n/a
50-64	69	66	73	n/a	n/a	n/a	75	n/a	70	67	68
18-34	69	70	75	n/a	n/a	n/a	73	n/a	77	66	69
Men	68▼	70	73	n/a	n/a	n/a	72	n/a	74	68	70
3909	66▼	71	72	n/a	n/a	n/a	n/a	n/a	68	73	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.

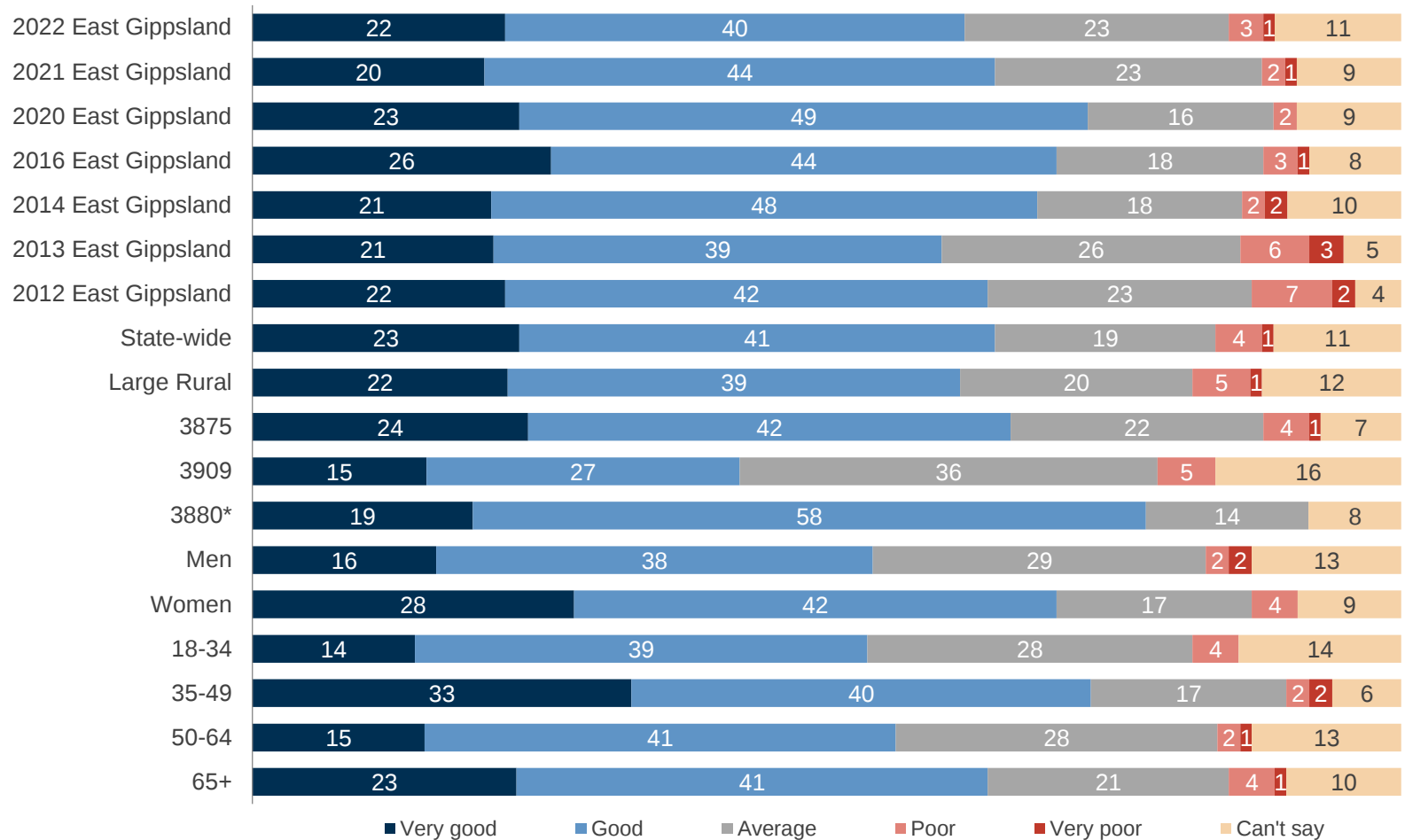
*Caution: small sample size < n=30



Art centres and libraries performance



2022 art centres and libraries performance (%)



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

*Caution: small sample size < n=30



Waste management importance



2022 waste management importance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
3909	88	84	81	n/a	n/a	n/a	n/a	n/a	n/a	78	n/a
Women	86	83	84	n/a	n/a	n/a	n/a	n/a	n/a	79	78
18-34	86	78	75	n/a	n/a	n/a	n/a	n/a	n/a	76	75
3875	84	79	82	n/a	n/a	n/a	n/a	n/a	n/a	76	n/a
50-64	84	83	83	n/a	n/a	n/a	n/a	n/a	n/a	79	78
65+	84	82	84	n/a	n/a	n/a	n/a	n/a	n/a	79	79
East Gippsland	84	81	82	n/a	n/a	n/a	n/a	n/a	n/a	77	77
State-wide	82▼	82	82	81	81	79	80	79	79	79	78
Men	82	79	79	n/a	n/a	n/a	n/a	n/a	n/a	76	77
35-49	81	79	82	n/a	n/a	n/a	n/a	n/a	n/a	74	77
Large Rural	81▼	81	81	80	81	78	79	78	n/a	n/a	n/a
3880	81*	85	82	n/a	n/a	n/a	n/a	n/a	n/a	81	n/a

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

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

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

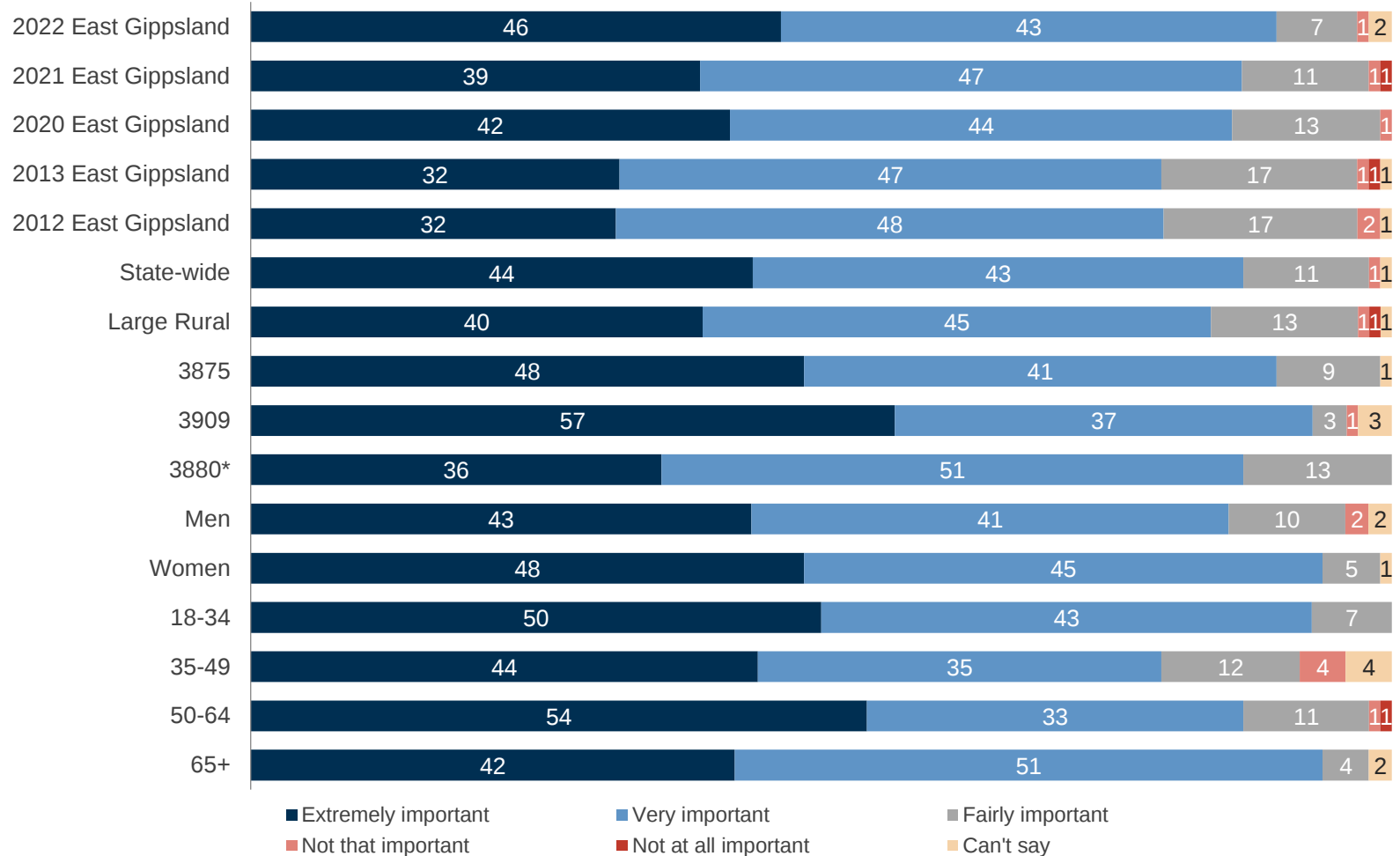
*Caution: small sample size < n=30



Waste management importance



2022 waste management importance (%)



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

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

*Caution: small sample size < n=30



Waste management performance



2022 waste management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	77*▲	74	77	n/a	n/a	n/a	n/a	n/a	77	79	n/a
3909	71	72	73	n/a	n/a	n/a	n/a	n/a	70	75	n/a
65+	70	75	77	n/a	n/a	n/a	n/a	n/a	73	79	75
Men	70	71	72	n/a	n/a	n/a	n/a	n/a	72	75	70
35-49	69	68	63	n/a	n/a	n/a	n/a	n/a	69	73	68
3875	68	69	73	n/a	n/a	n/a	n/a	n/a	69	74	n/a
State-wide	68	69	65	68	70	71	70	72	73	71	72
East Gippsland	67	70	72	n/a	n/a	n/a	n/a	n/a	71	73	71
Large Rural	65	66	62	64	67	68	66	68	n/a	n/a	n/a
Women	65	68	71	n/a	n/a	n/a	n/a	n/a	69	72	72
50-64	63	68	72	n/a	n/a	n/a	n/a	n/a	70	71	68
18-34	62	61	68	n/a	n/a	n/a	n/a	n/a	69	70	73

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

Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

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

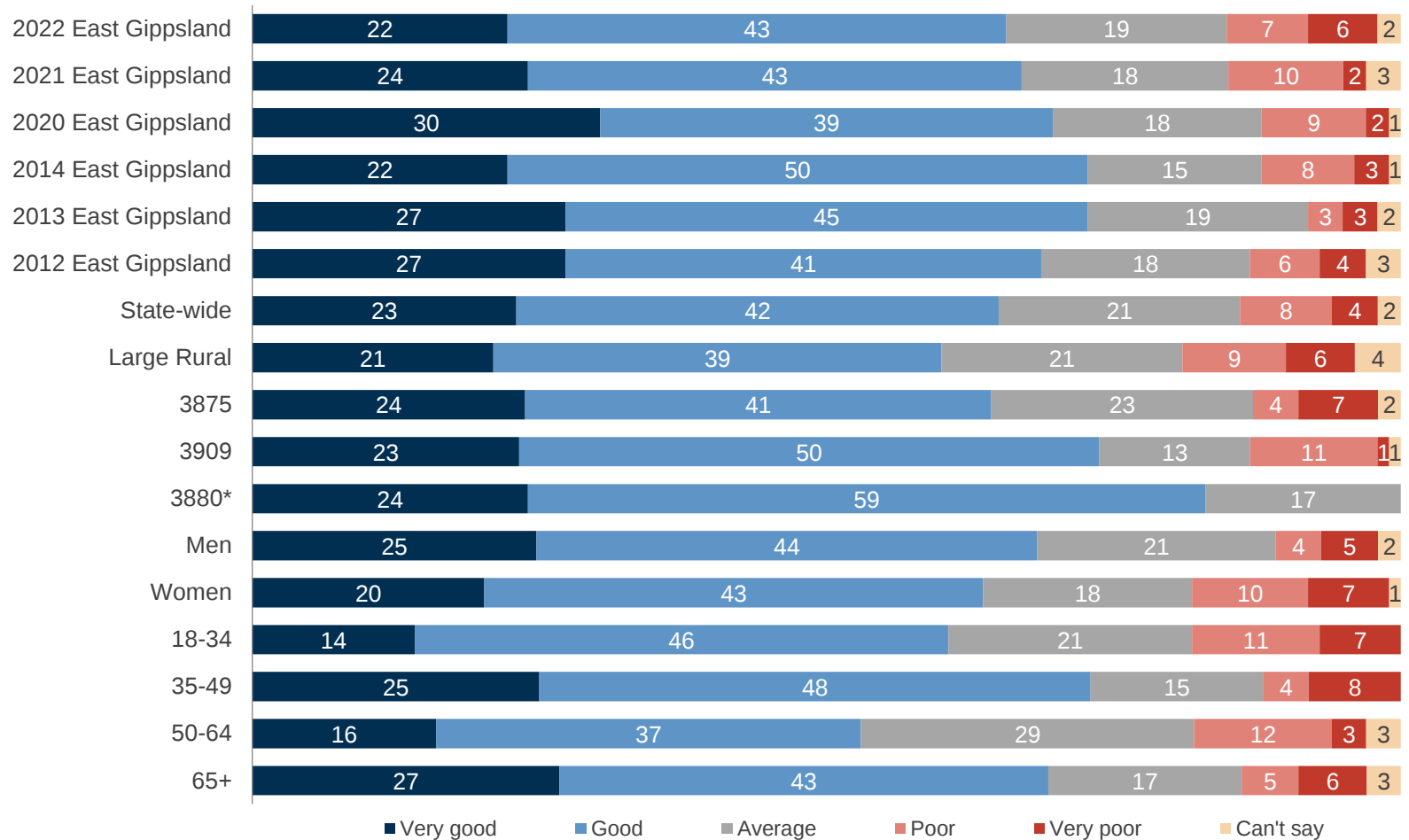
*Caution: small sample size < n=30



Waste management performance



2022 waste management performance (%)



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

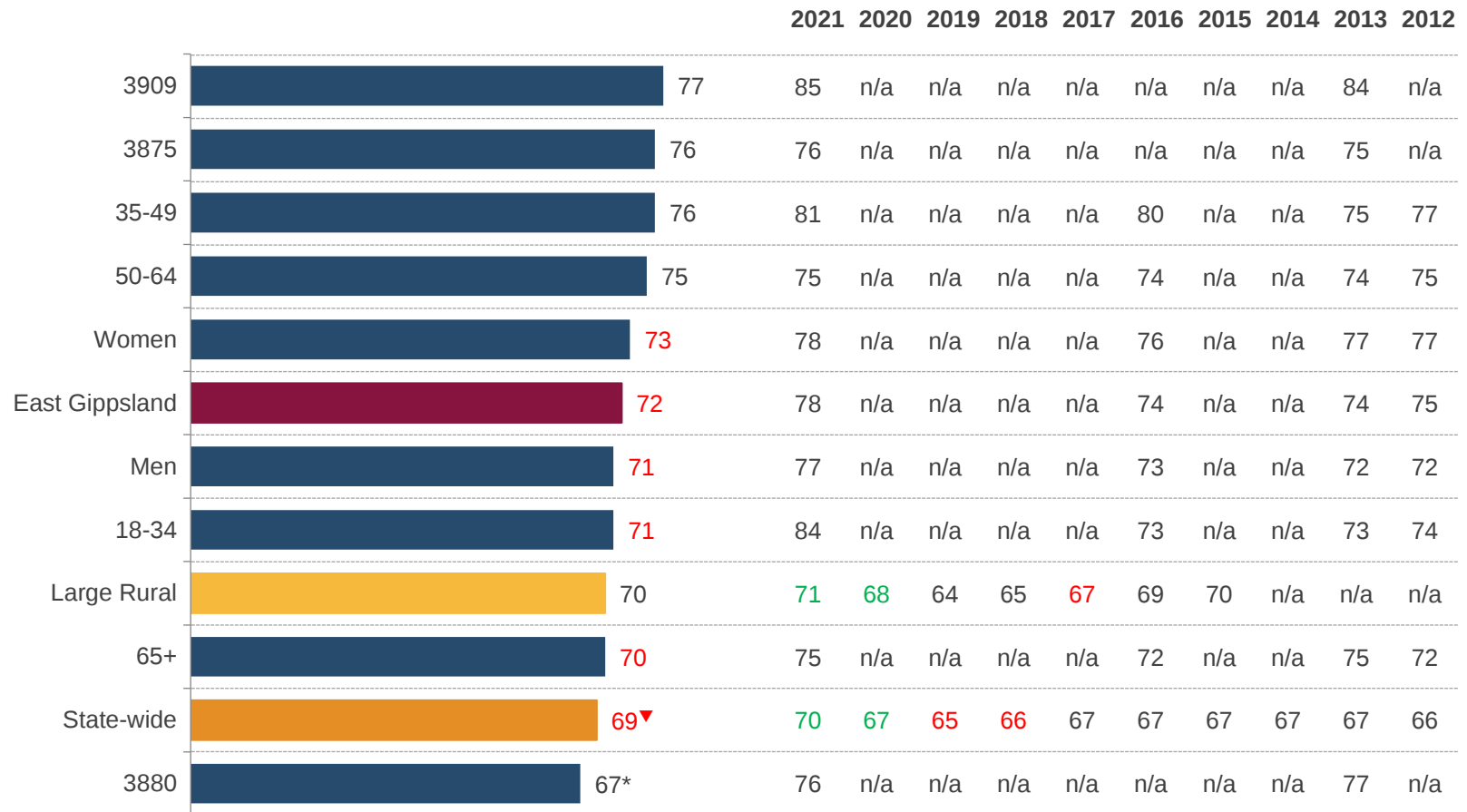
Base: All respondents. Councils asked State-wide: 67 Councils asked group: 19

*Caution: small sample size < n=30

Business and community development and tourism importance



2022 business/development/tourism importance (index scores)



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

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

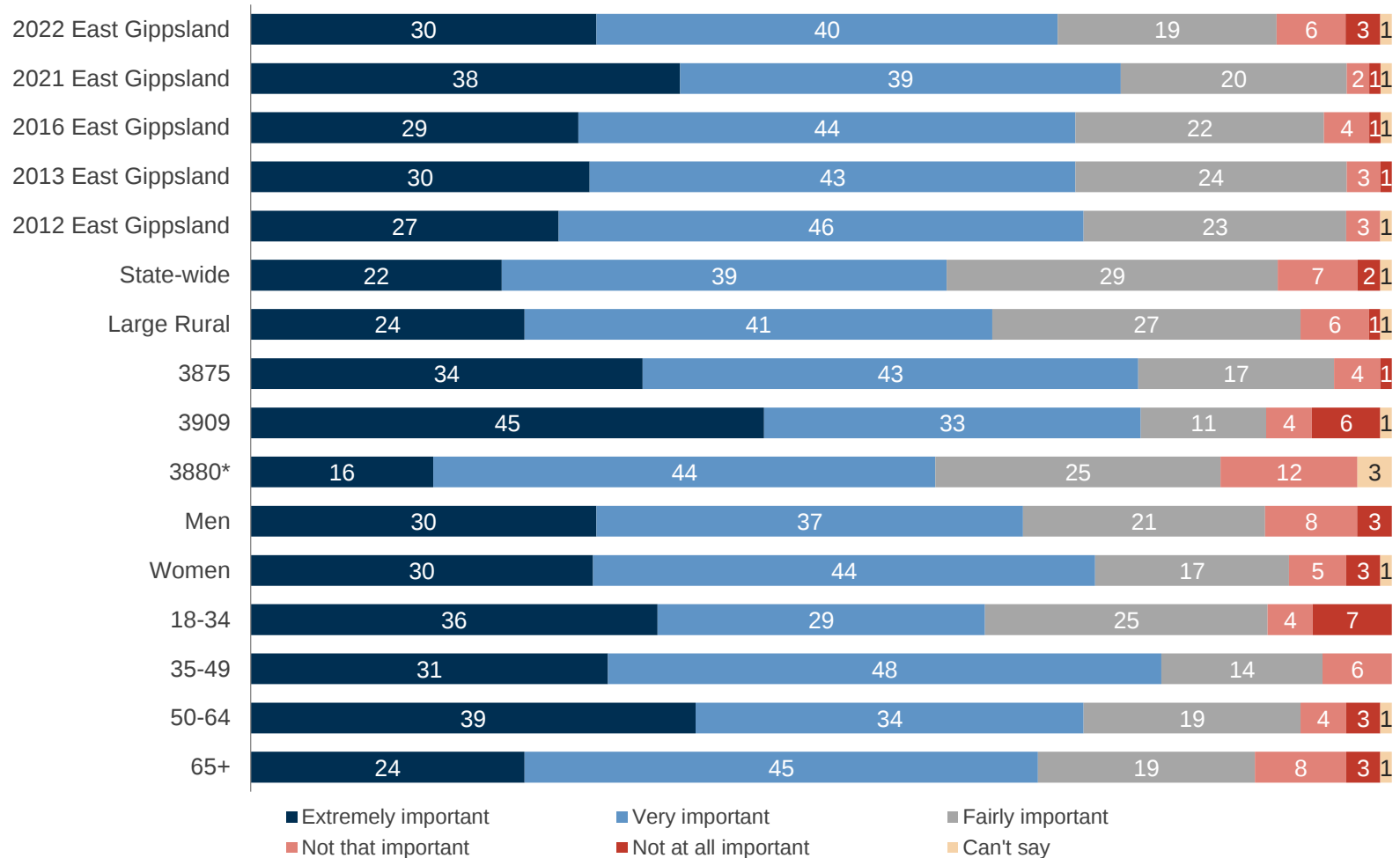
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism importance



2022 business/development/tourism importance (%)



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

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

*Caution: small sample size < n=30

Business and community development and tourism performance



2022 business/development/tourism performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
35-49	67▲	52	n/a	n/a	n/a	n/a	54	n/a	61	57	60
State-wide	60▲	61	59	61	60	61	60	61	62	62	62
Women	59	58	n/a	n/a	n/a	n/a	61	n/a	65	63	63
Large Rural	58	59	61	62	61	60	59	59	n/a	n/a	n/a
East Gippsland	57	57	n/a	n/a	n/a	n/a	59	n/a	63	61	62
3875	57	57	n/a	n/a	n/a	n/a	n/a	n/a	64	62	n/a
65+	57	62	n/a	n/a	n/a	n/a	62	n/a	66	65	61
18-34	56	53	n/a	n/a	n/a	n/a	62	n/a	66	61	65
Men	56	56	n/a	n/a	n/a	n/a	57	n/a	61	59	60
3880	55*	59	n/a	n/a	n/a	n/a	n/a	n/a	64	66	n/a
3909	55	54	n/a	n/a	n/a	n/a	n/a	n/a	53	75	n/a
50-64	49▼	55	n/a	n/a	n/a	n/a	56	n/a	60	60	60

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

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

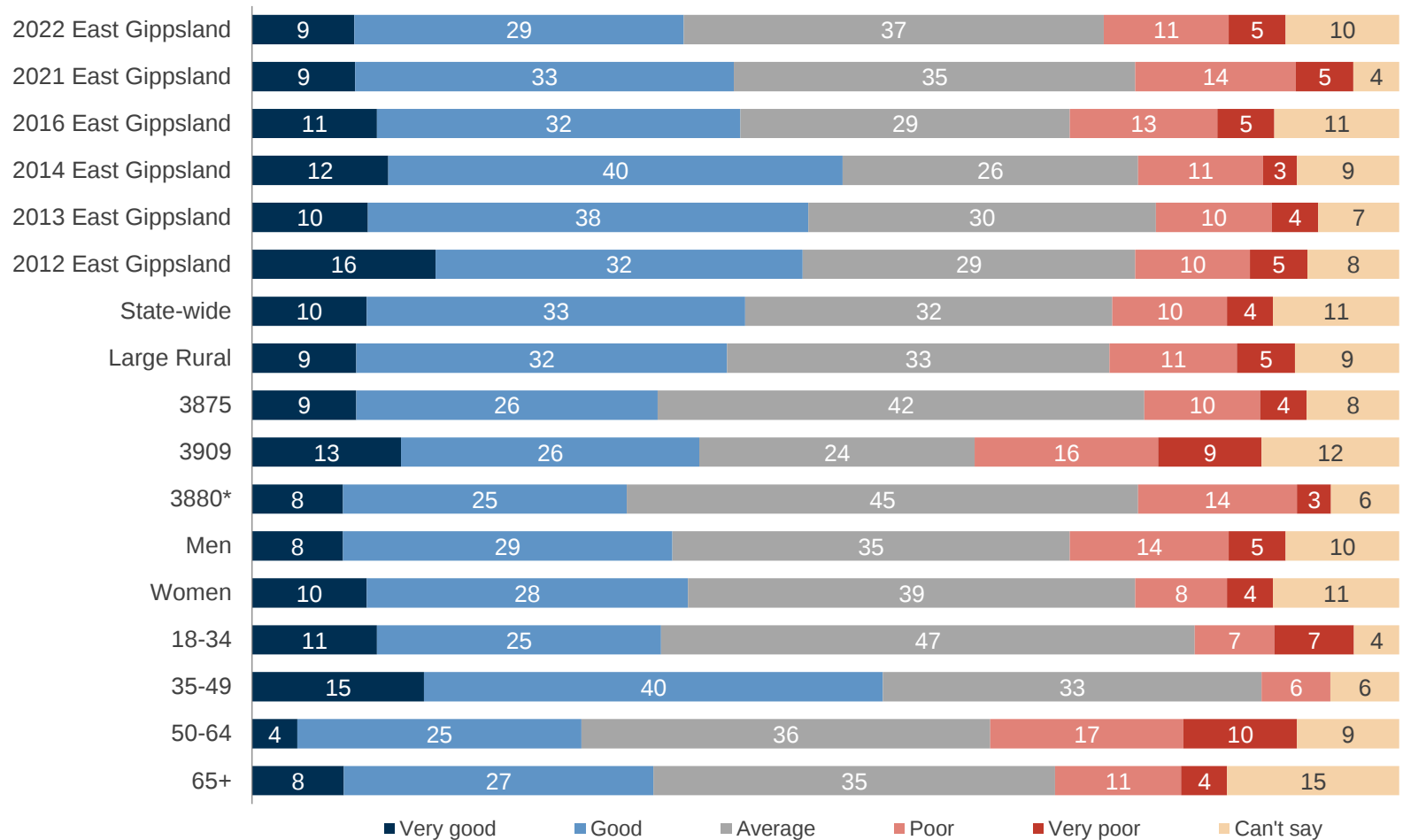
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Business and community development and tourism performance



2022 business/development/tourism performance (%)



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

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

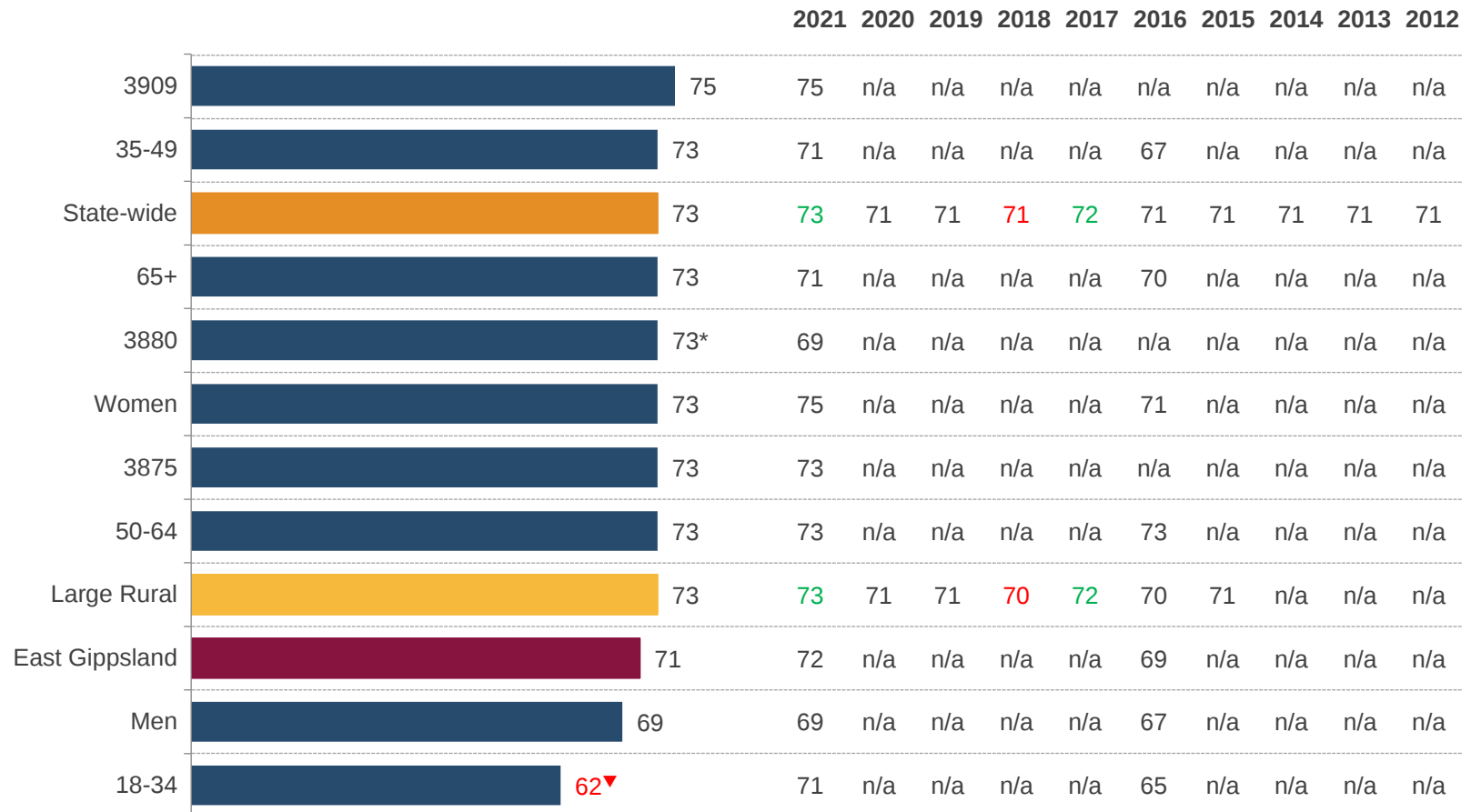
*Caution: small sample size < n=30



Planning and building permits importance



2022 planning and building permits importance (index scores)



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

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

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

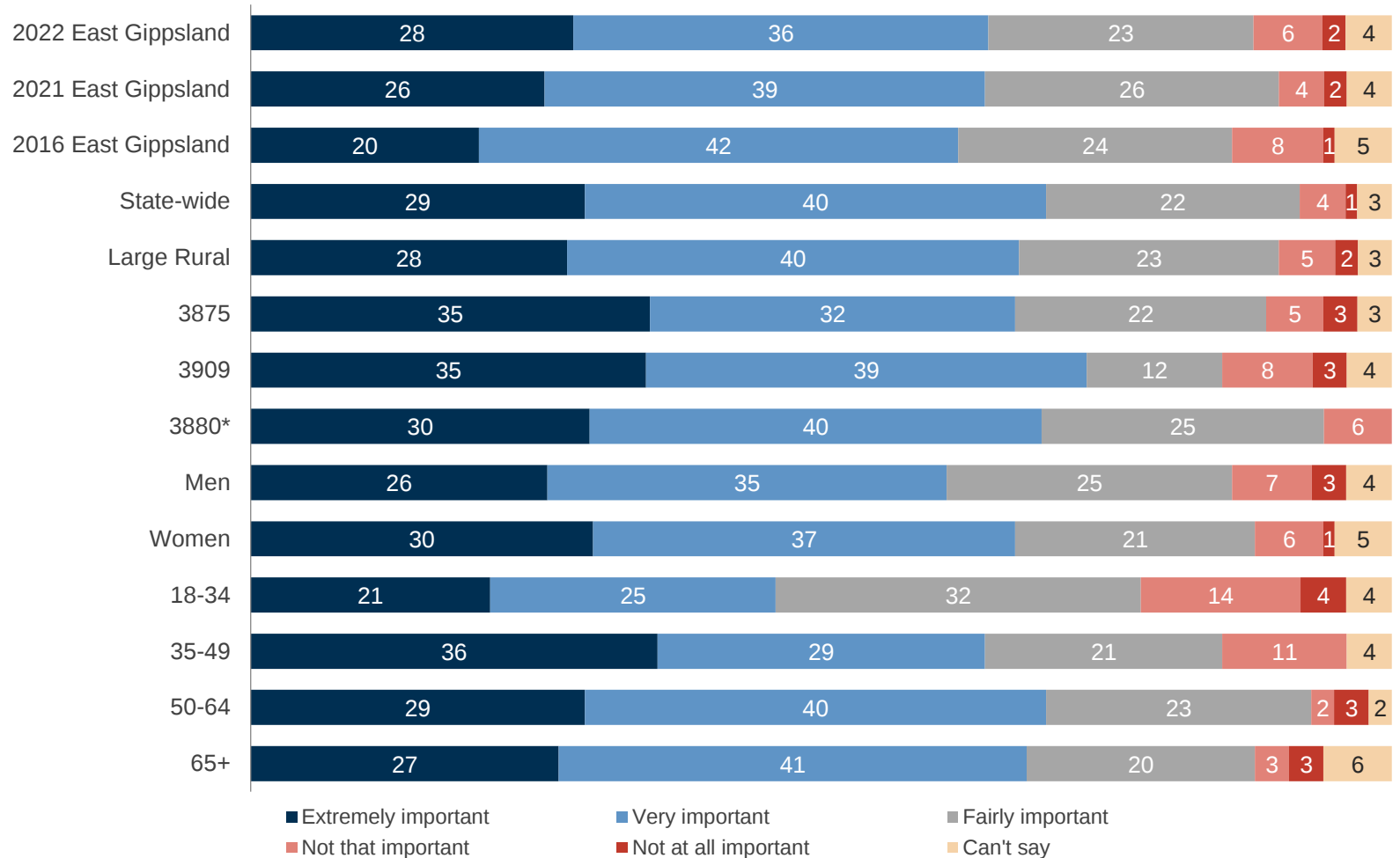
*Caution: small sample size < n=30



Planning and building permits importance



2022 planning and building permits importance (%)



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

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

*Caution: small sample size < n=30



Planning and building permits performance



2022 planning and building permits performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	50▲	51	51	52	52	51	50	54	53	55	54
18-34	48▲	43	n/a	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
Large Rural	46▲	48	49	49	49	48	50	54	n/a	n/a	n/a
3880	44*	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	44	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	41	45	n/a	n/a	n/a	n/a	50	n/a	n/a	n/a	n/a
East Gippsland	40	42	n/a	n/a	n/a	n/a	46	n/a	n/a	n/a	n/a
Men	40	39	n/a	n/a	n/a	n/a	42	n/a	n/a	n/a	n/a
3875	39	37	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	39	46	n/a	n/a	n/a	n/a	46	n/a	n/a	n/a	n/a
50-64	39	38	n/a	n/a	n/a	n/a	44	n/a	n/a	n/a	n/a
35-49	37	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: 30 Councils asked group: 8

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

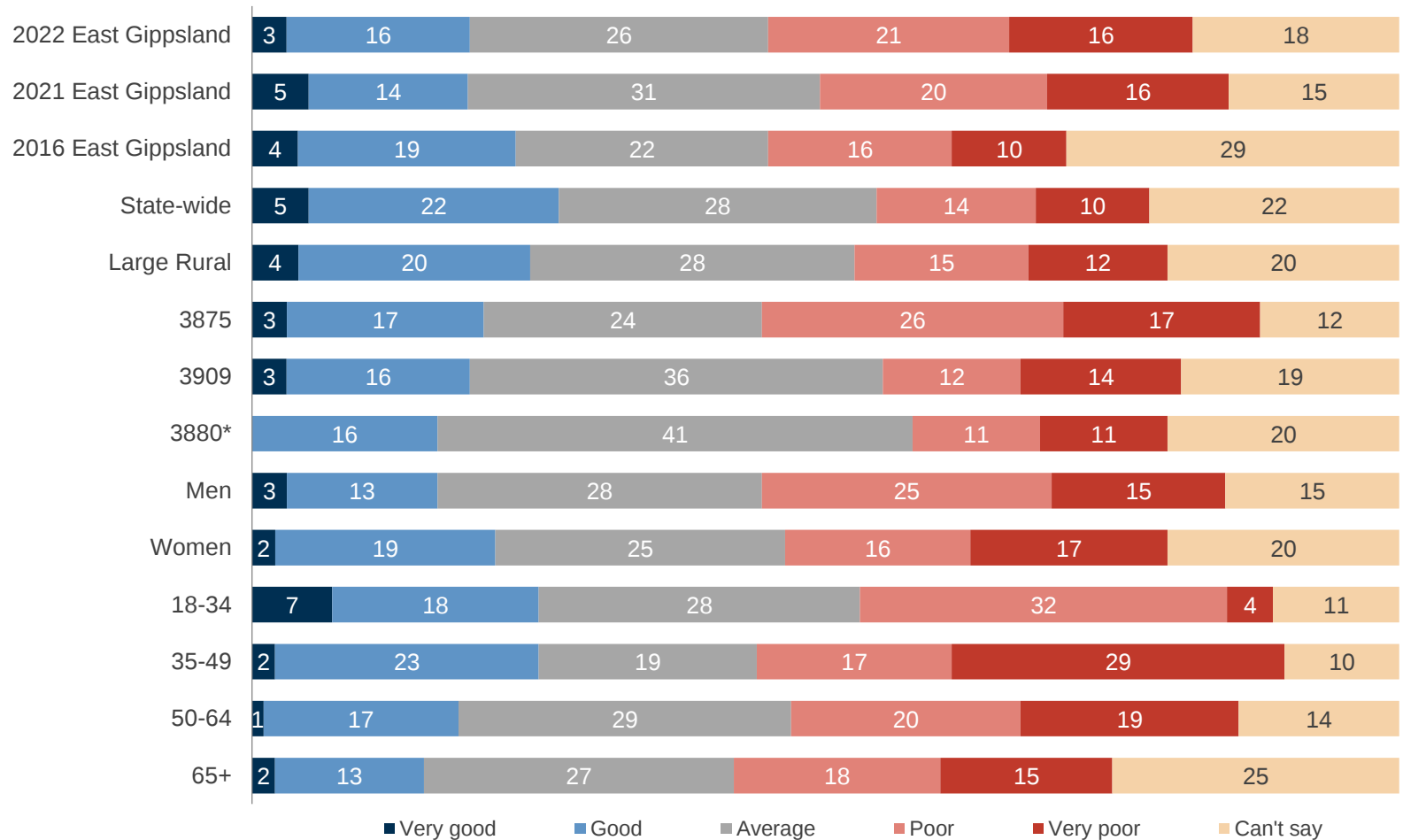
*Caution: small sample size < n=30



Planning and building permits performance



2022 planning and building permits performance (%)



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

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

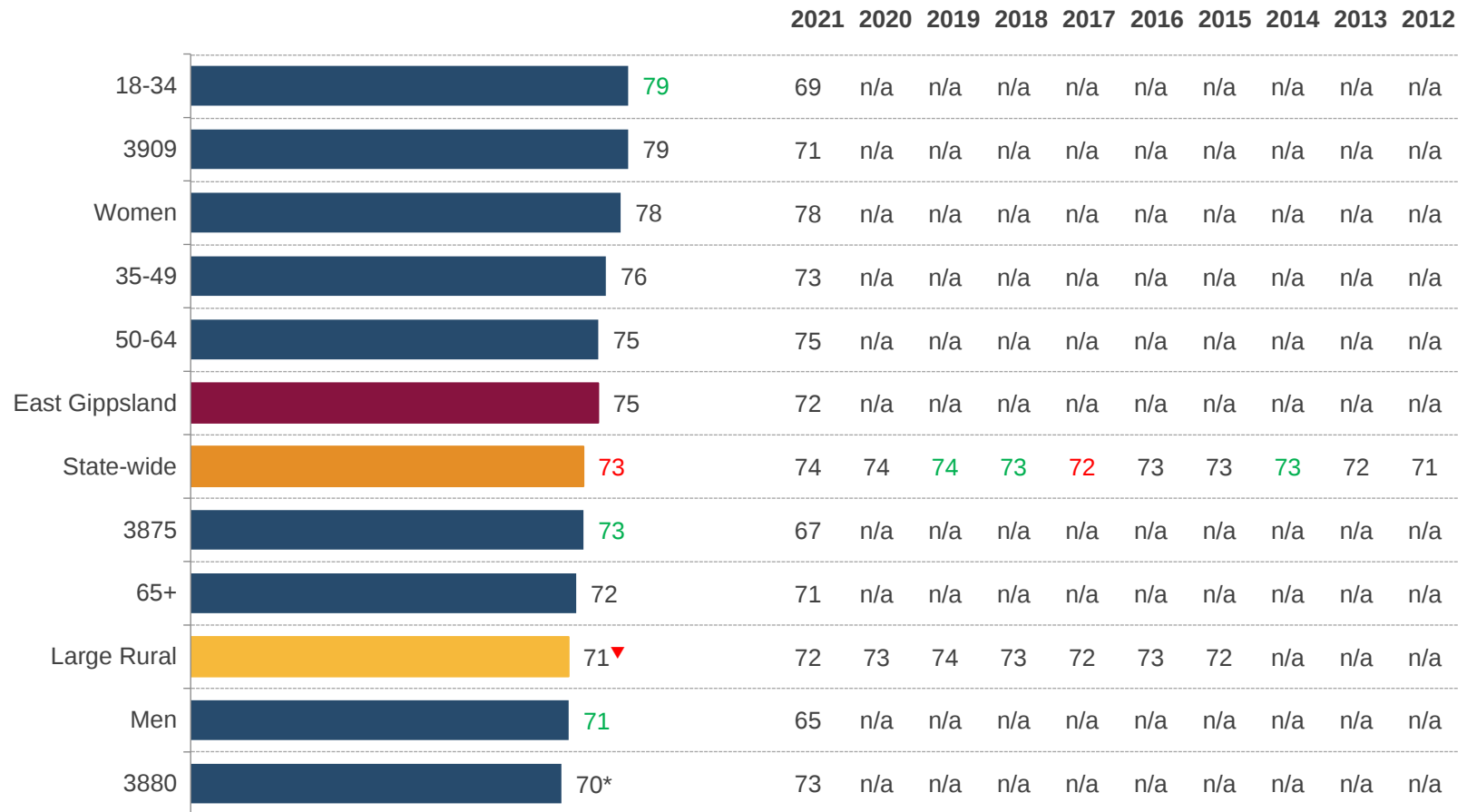
*Caution: small sample size < n=30



Environmental sustainability importance



2022 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: 27 Councils asked group: 8

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

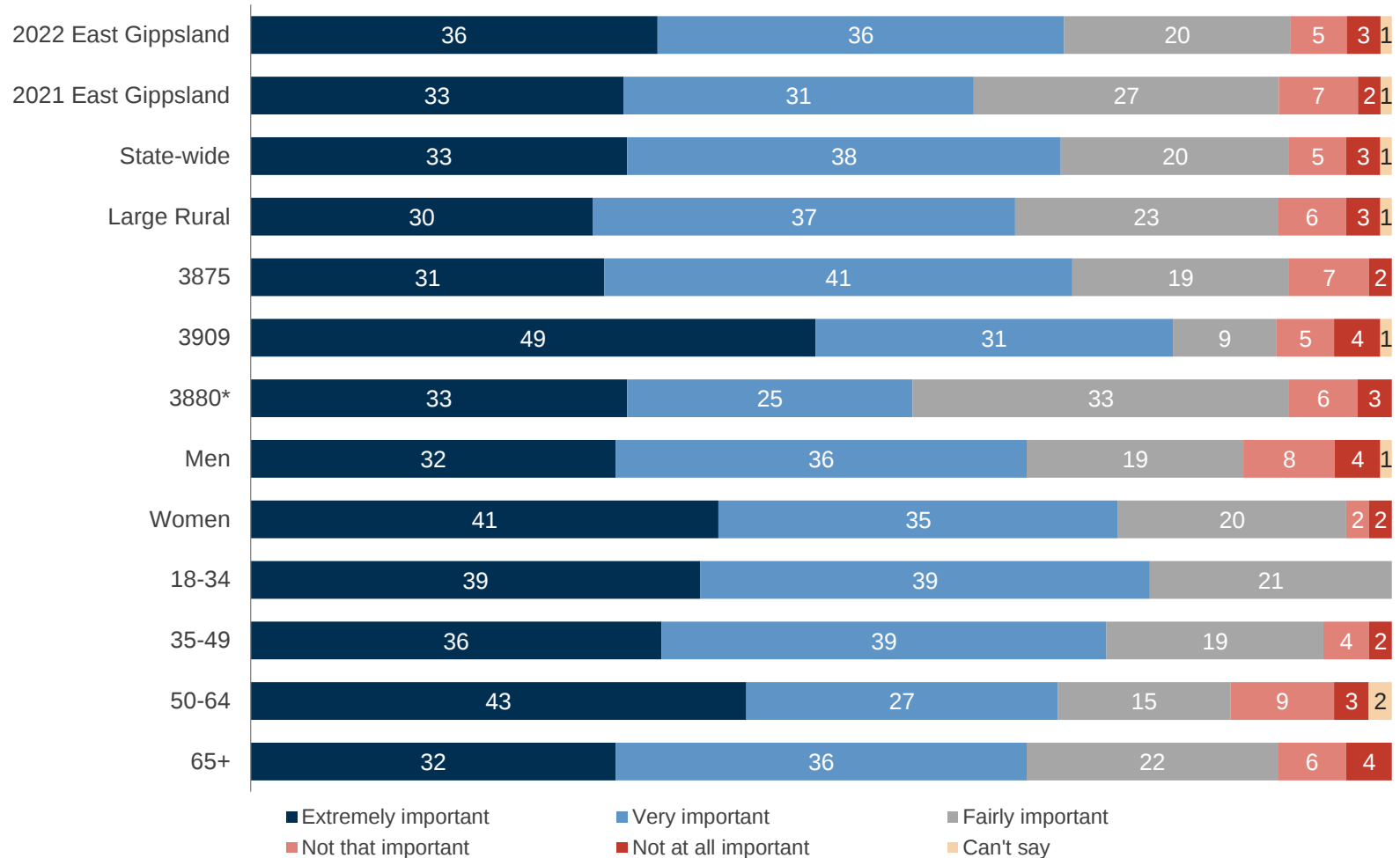
*Caution: small sample size < n=30



Environmental sustainability importance



2022 environmental sustainability importance (%)



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

Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

*Caution: small sample size < n=30



Environmental sustainability performance



2022 environmental sustainability performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61▲	62	60	62	63	64	63	64	64	64	64
3875	61	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3880	60*	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	59	61	60	61	61	62	62	64	n/a	n/a	n/a
Women	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	57	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	56	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	54	61	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: 38 Councils asked group: 10

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

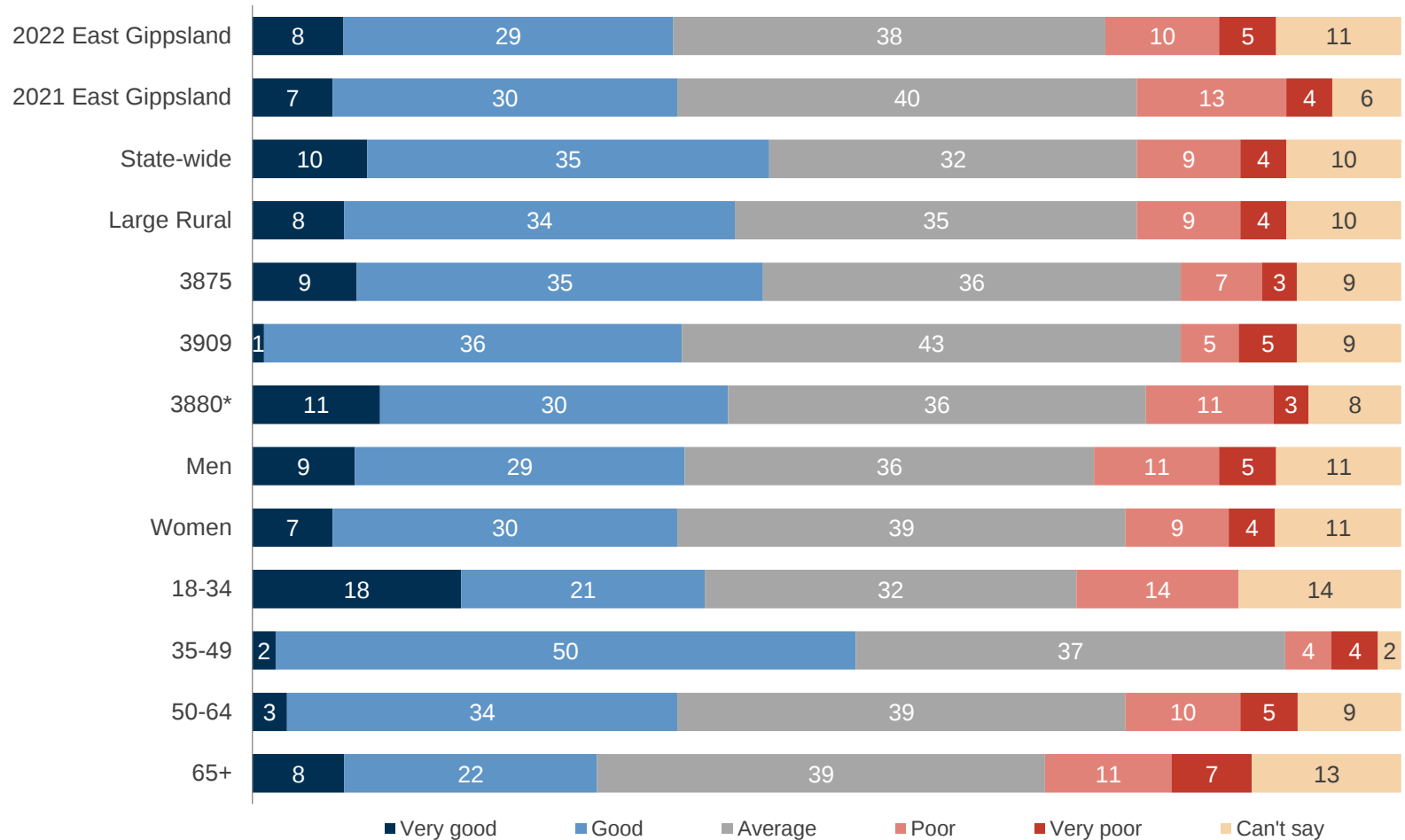
*Caution: small sample size < n=30



Environmental sustainability performance



2022 environmental sustainability performance (%)



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

Base: All respondents. Councils asked State-wide: 38 Councils asked group: 10

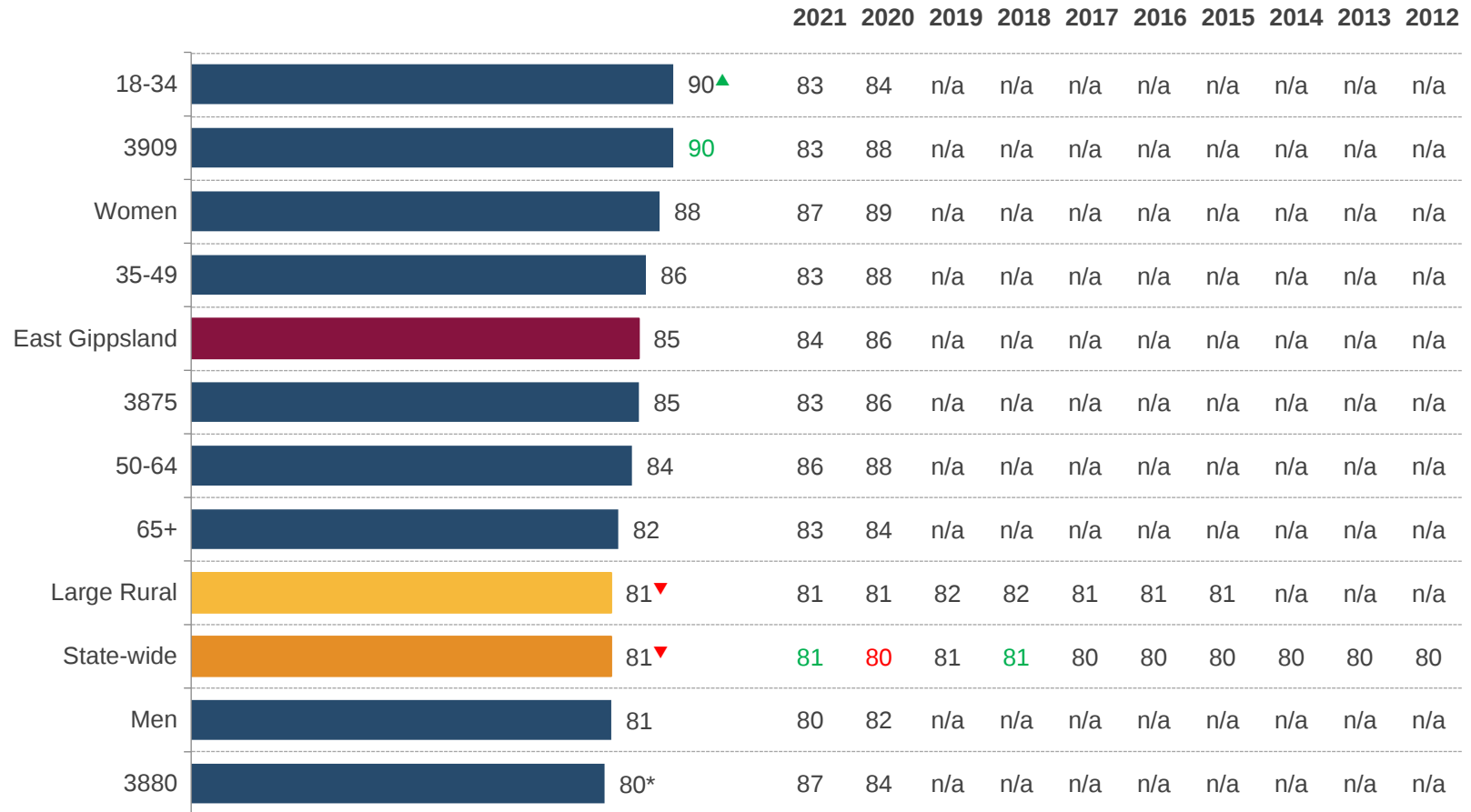
*Caution: small sample size < n=30



Emergency and disaster management importance



2022 emergency and disaster management importance (index scores)



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

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

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

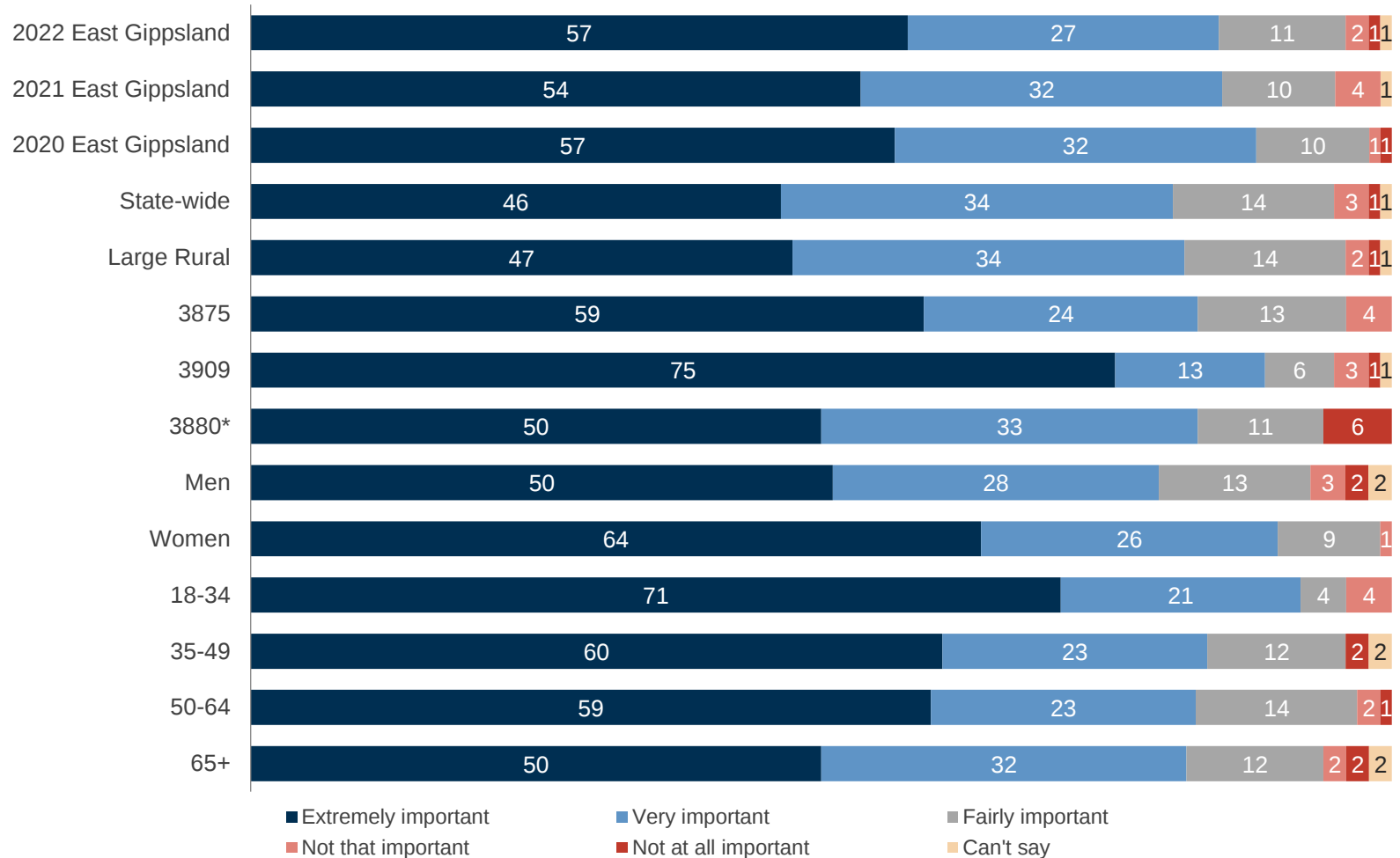
*Caution: small sample size < n=30



Emergency and disaster management importance



2022 emergency and disaster management importance (%)



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

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

*Caution: small sample size < n=30



Emergency and disaster management performance



2022 emergency and disaster management performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
3880	73*▲	74	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	67	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	66▲	71	68	72	71	70	69	70	71	70	70
Large Rural	66▲	71	69	72	71	70	70	71	n/a	n/a	n/a
Men	62	65	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	62	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	62	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	72	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	62	67	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	65	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	65	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	58	67	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.

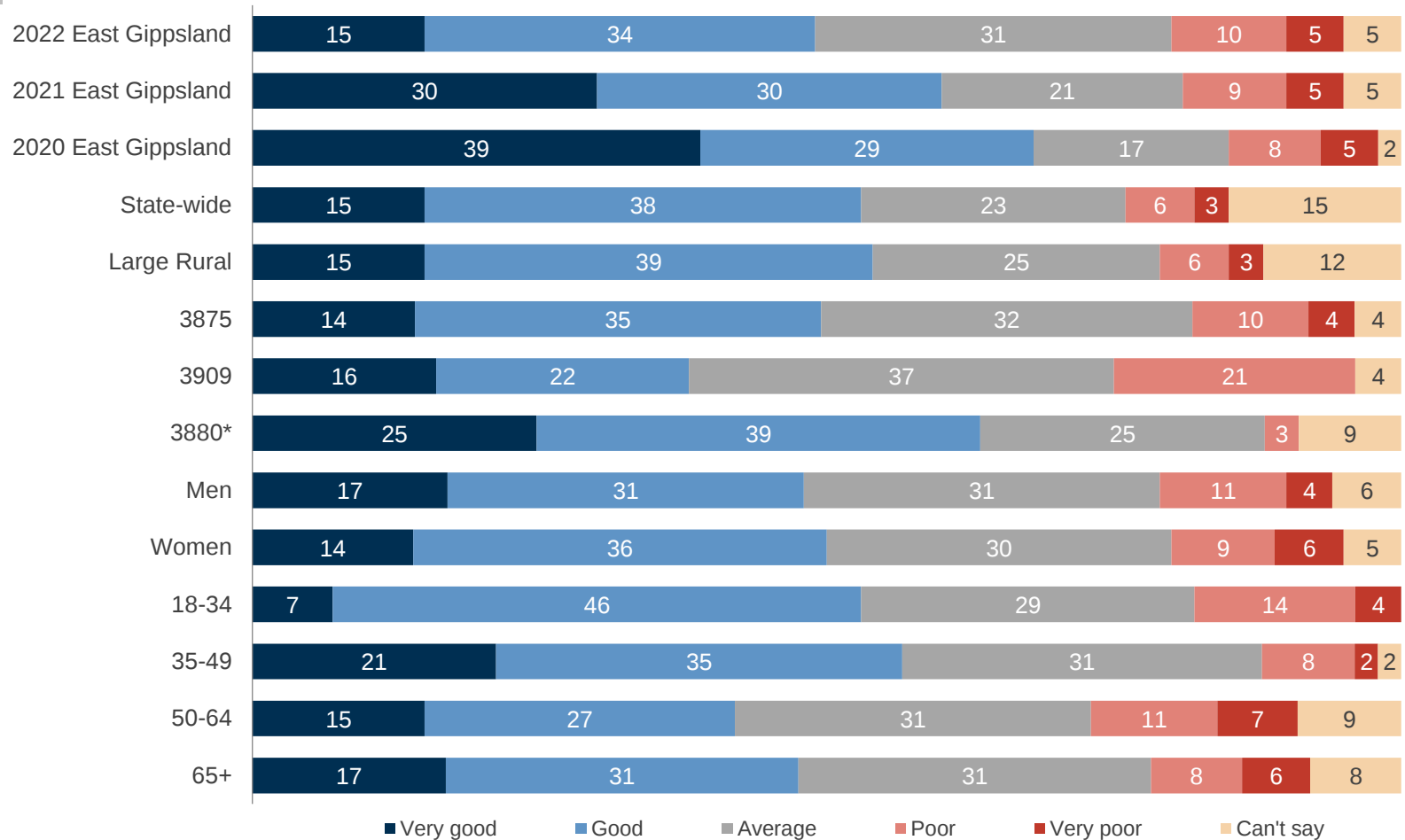
*Caution: small sample size < n=30



Emergency and disaster management performance



2022 emergency and disaster management performance (%)



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

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

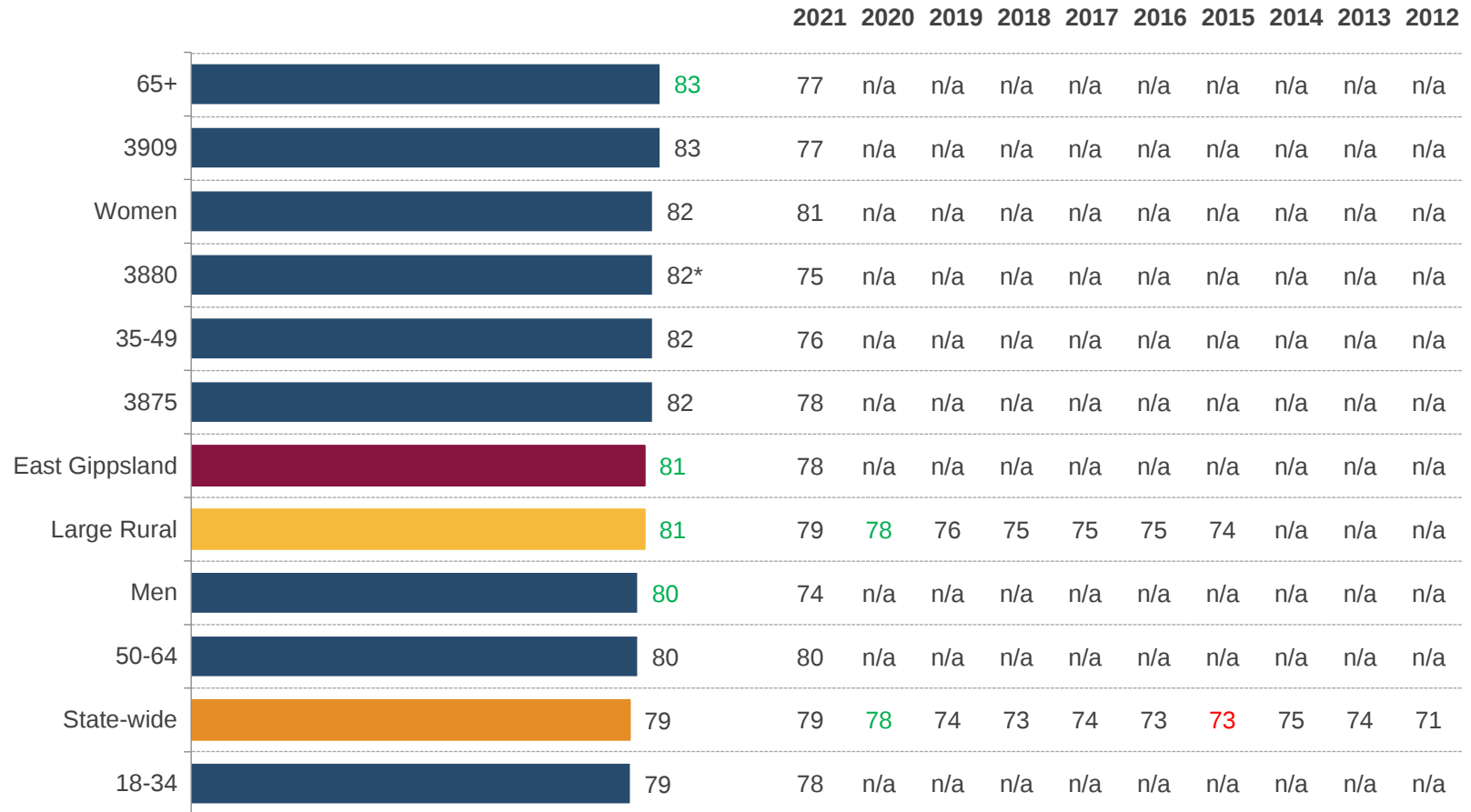
*Caution: small sample size < n=30



Roadside slashing and weed control importance



2022 roadside slashing and weed control importance (index scores)



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

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

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

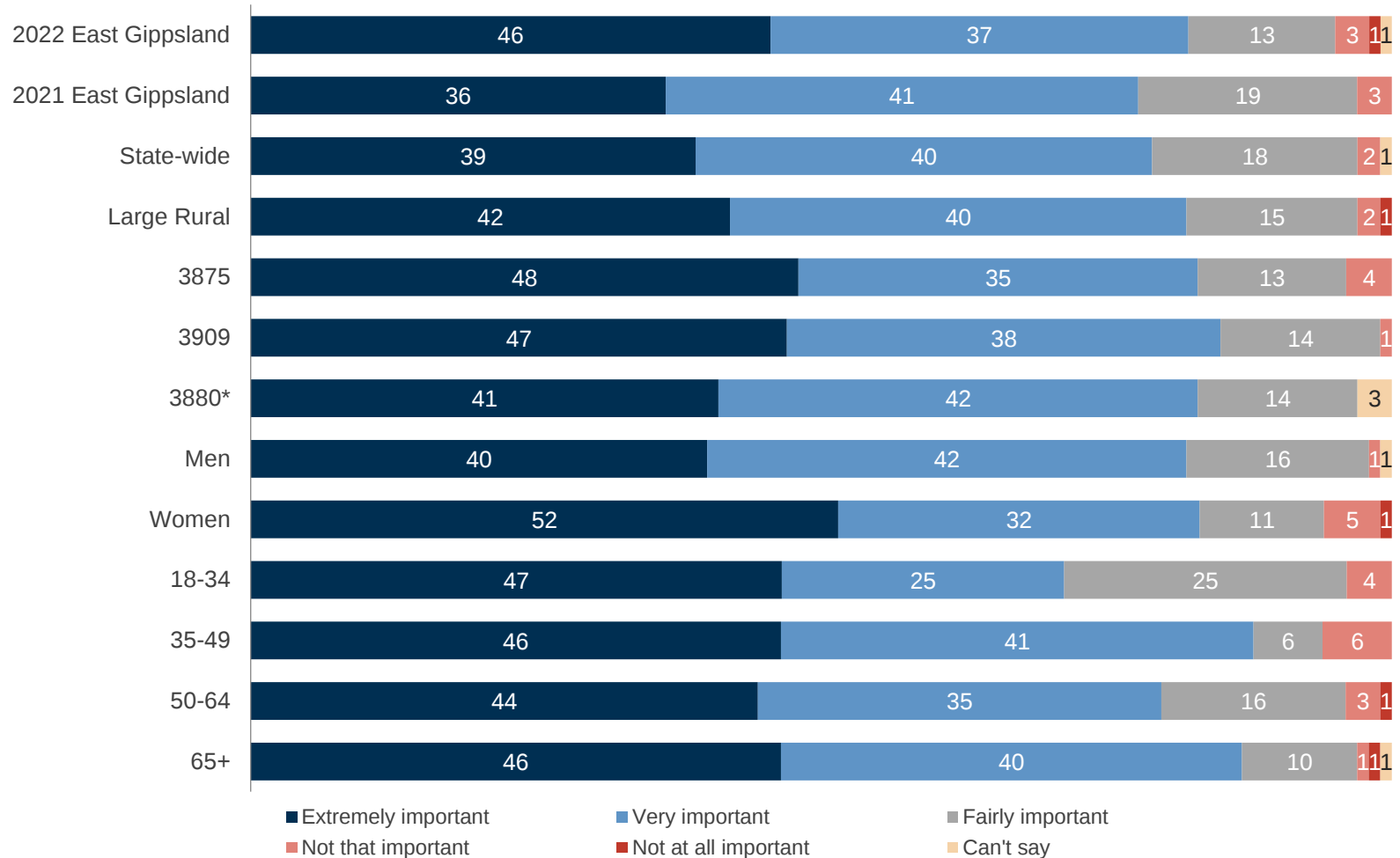
*Caution: small sample size < n=30



Roadside slashing and weed control importance



2022 roadside slashing and weed control importance (%)



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

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

*Caution: small sample size < n=30



Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (index scores)

		2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	49▲	51	49	56	55	53	56	55	55	56	61
3880	44*	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	44▲	51	48	52	51	50	54	53	n/a	n/a	n/a
3909	42	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	40	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	39	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	38	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	36	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	33	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	33	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	33	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	32	49	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: 14 Councils asked group: 5

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

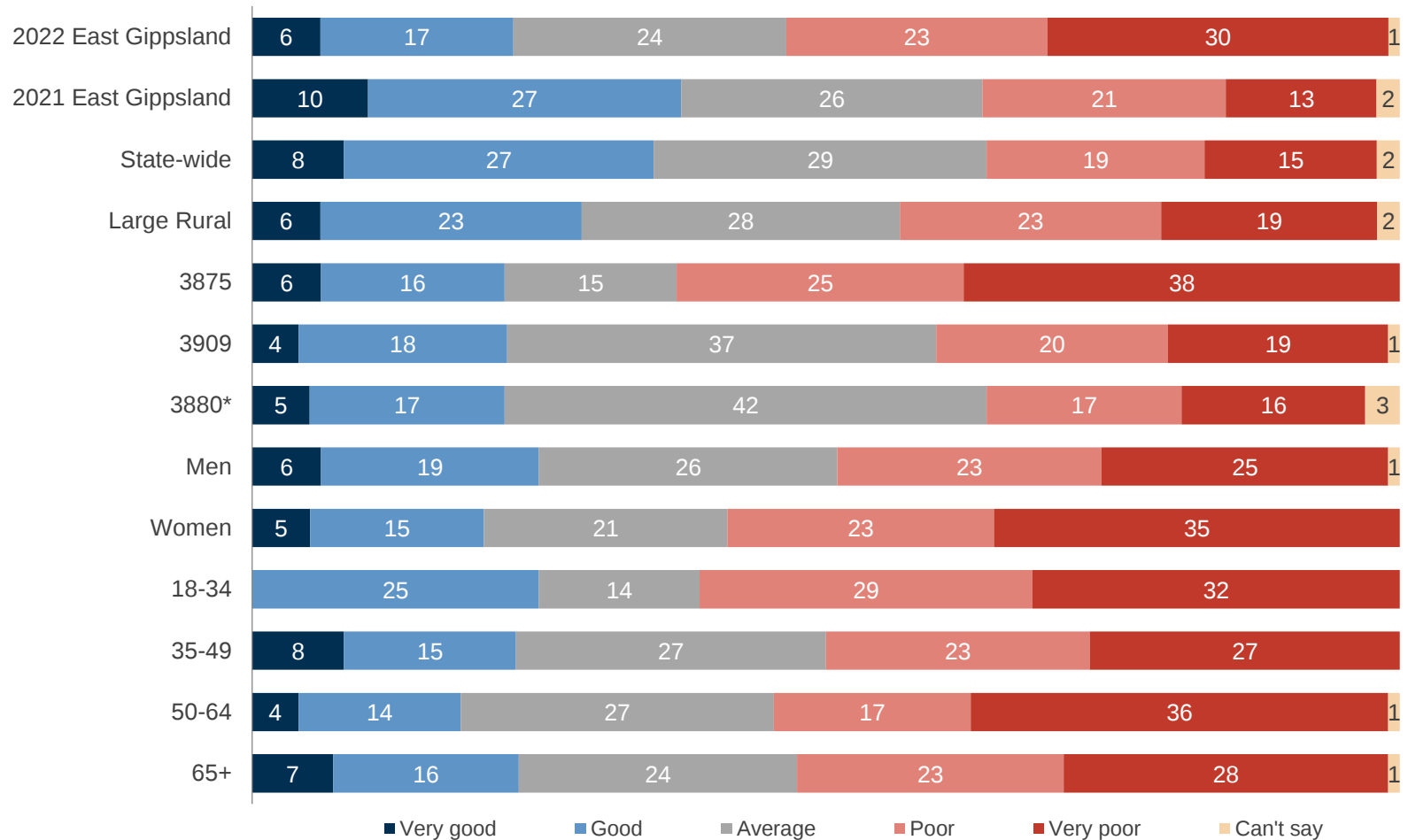
*Caution: small sample size < n=30



Roadside slashing and weed control performance



2022 roadside slashing and weed control performance (%)



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

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

*Caution: small sample size < n=30

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

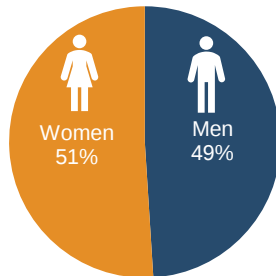
Detailed demographics



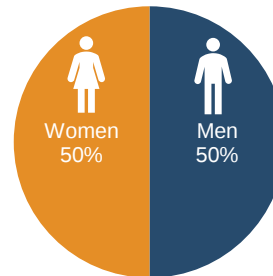
Gender and age profile

2022 gender

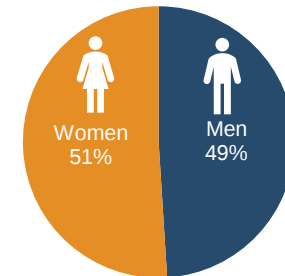
East Gippsland



Large Rural

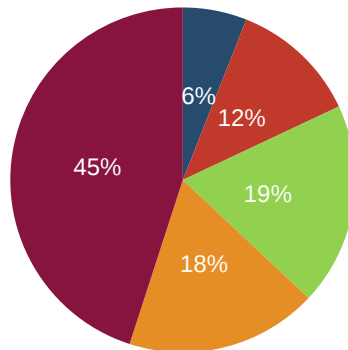


State-wide

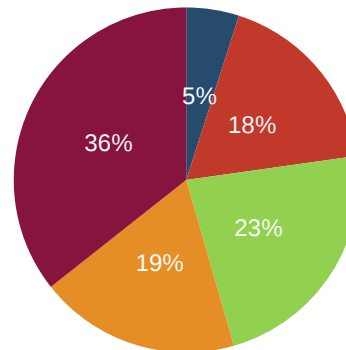


2022 age

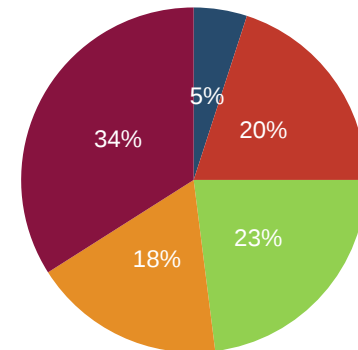
East Gippsland



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+

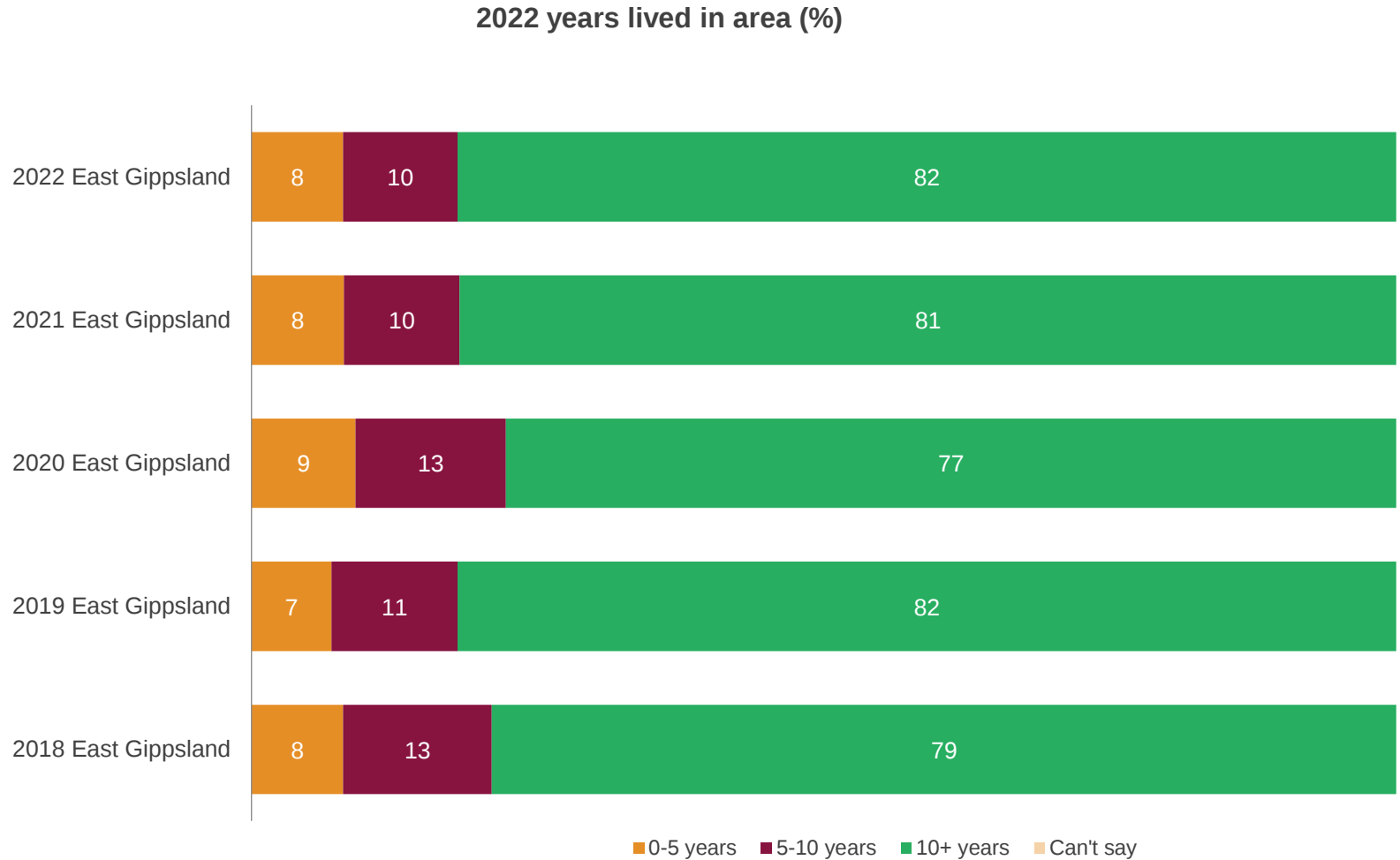
S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 67 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.



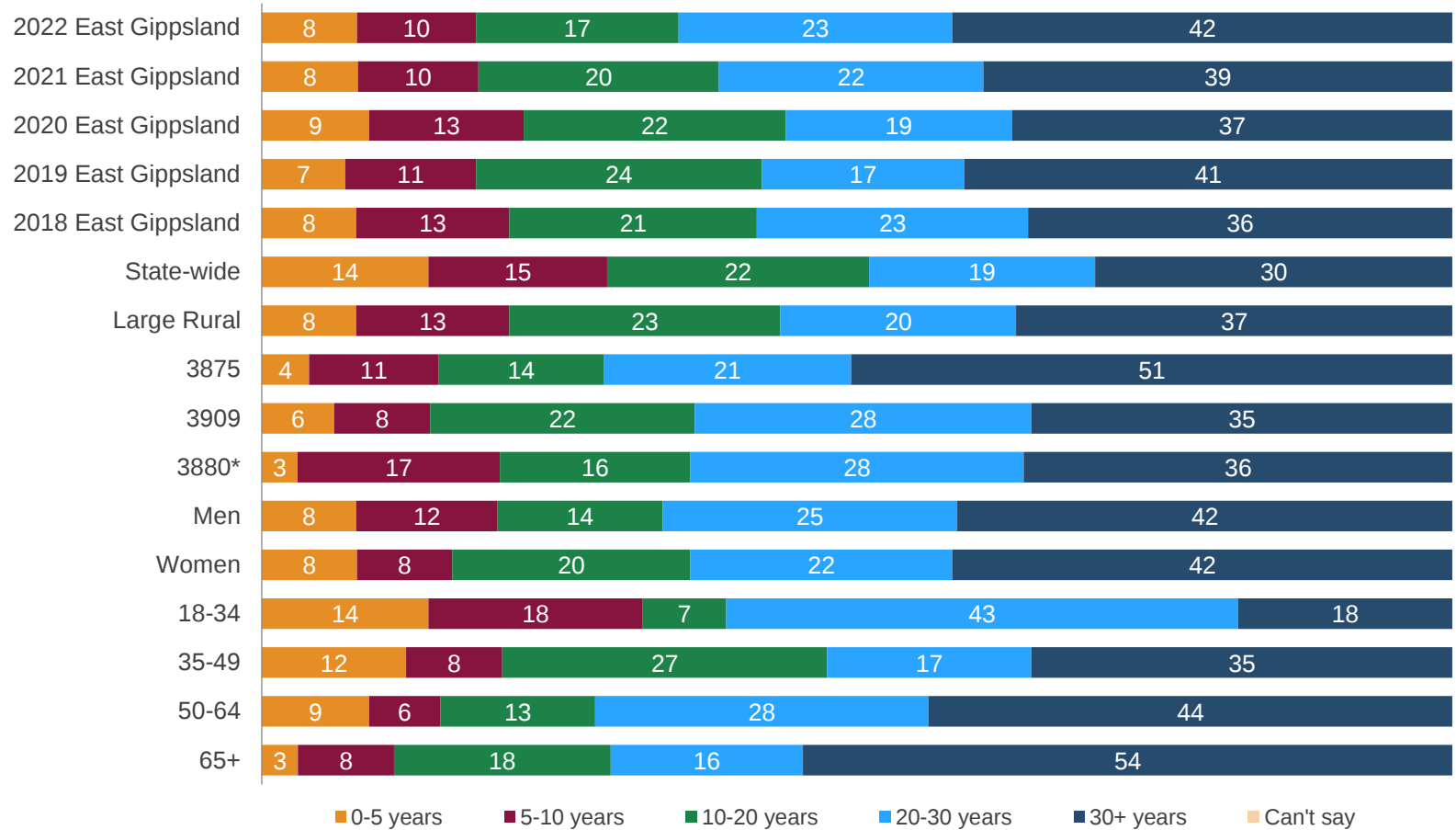
Years lived in area





Years lived in area

2022 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: 13 Councils asked group: 6

*Caution: small sample size < n=30



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 2022 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 38,300 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	187	196	+/-7.2
Women	213	204	+/-6.7
3875	160	166	+/-7.8
3909	58	60	+/-13.0
3880	36	28	+/-16.6
18-34 years	28	74	+/-18.9
35-49 years	48	74	+/-14.3
50-64 years	92	71	+/-10.3
65+ years	232	181	+/-6.4



Appendix A: Significant difference reporting notation

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

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

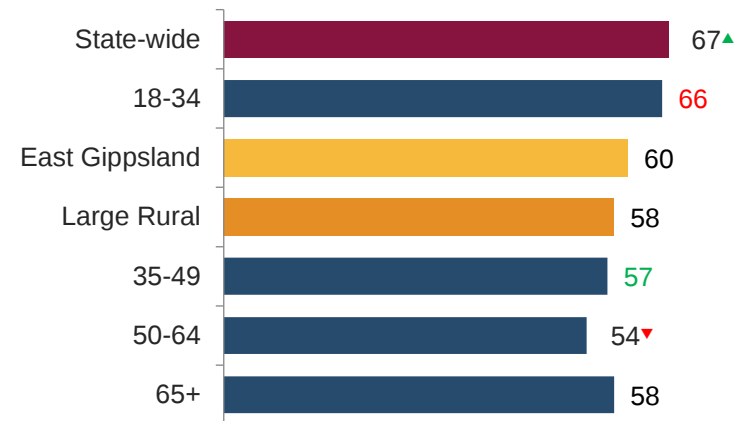
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2021.

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 2021.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2021.

**2022 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 2022 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 2022 results are compared with previous years, as detailed below:

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



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2022, 67 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 2012-2022 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 2022 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 2012-2022 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 2022 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 2022 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 2022 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: 2022 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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