



2020 Local Government Community Satisfaction Survey

East Gippsland Shire Council

Coordinated by the Department of
Environment, Land, Water and Planning
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-first year, this survey provides insight into the community's views on:

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities 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 nine years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 21 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 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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

A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. It has a glowing, network-like pattern of white lines and nodes, 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 62



State-wide 58



Large Rural 55

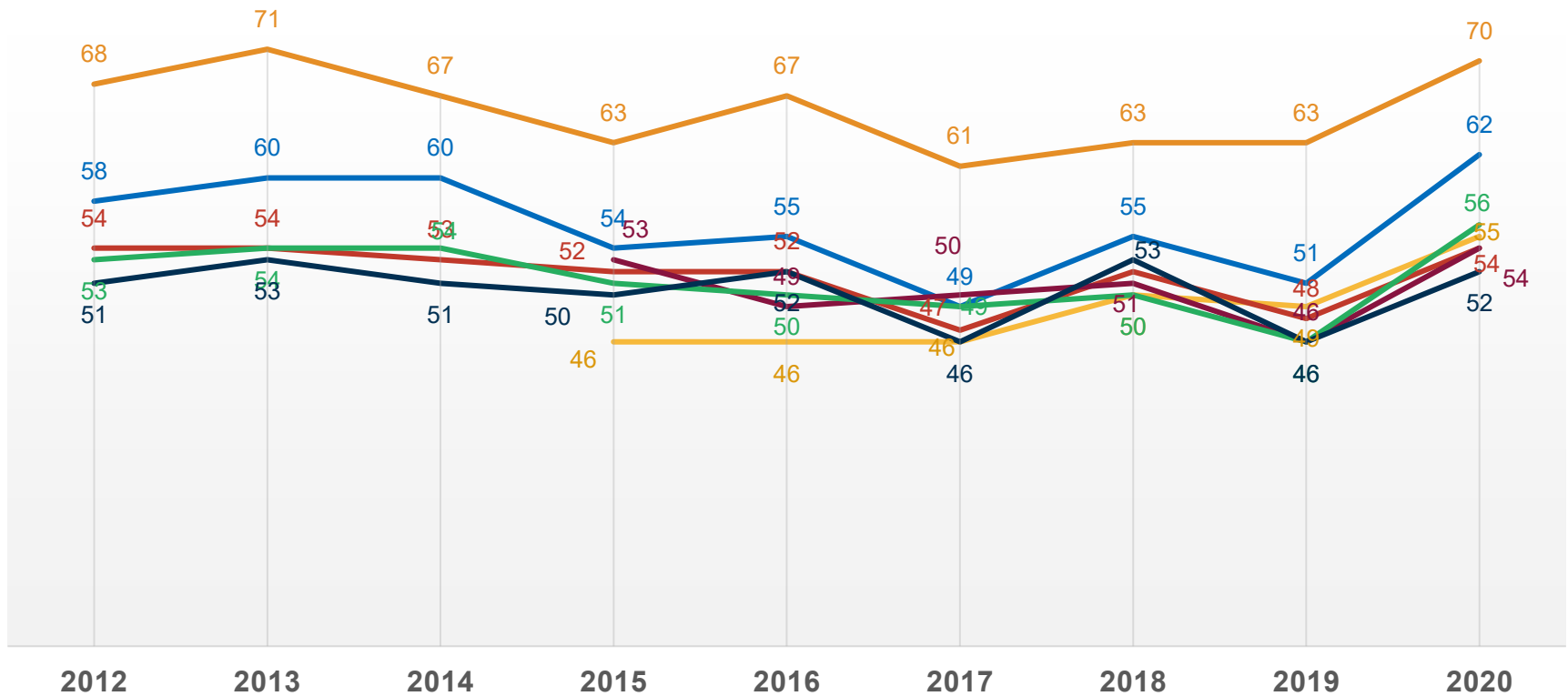
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	 Waste management  Emergency & disaster mngt  Lobbying	None
Compared to group average	 Waste management  Sealed local roads  Emergency & disaster mngt	None



Summary of core measures

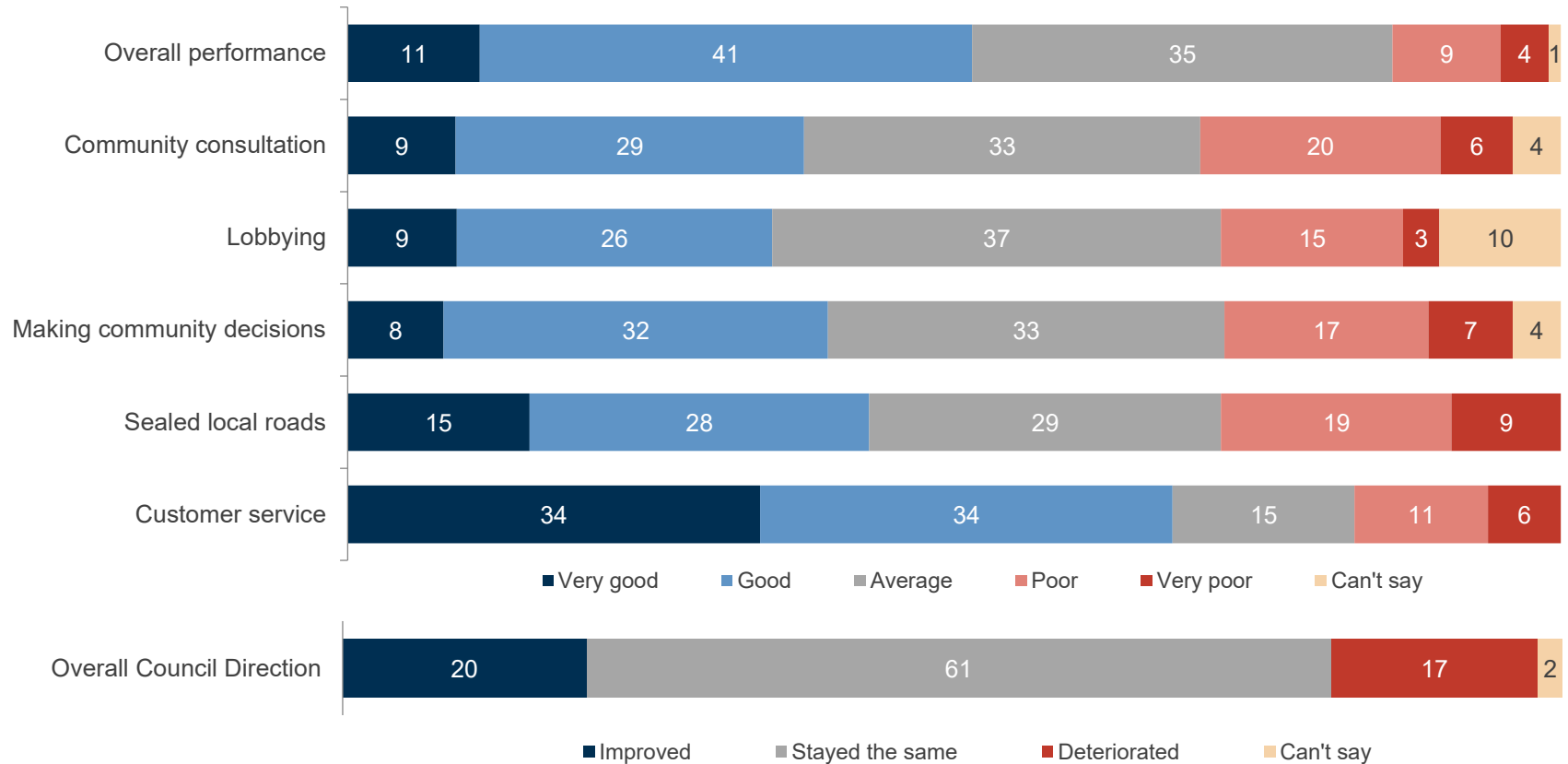
Index scores





Summary of core measures

Core measures summary results (%)





Summary of East Gippsland Shire Council performance

Services		East Gippsland 2020	East Gippsland 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Overall performance	62	51	55	58	3880 residents	Aged 35-49 years
	Overall council direction	52	46	50	51	3909 residents	Aged 35-49 years
	Customer service	70	63	68	70	3880 residents	Men, Aged 35-49 years
	Art centres & libraries	75	-	72	74	Aged 65+ years	Aged 35-49 years
	Appearance of public areas	74	-	71	72	Aged 65+ years	Aged 35-49 years
	Emergency & disaster mngt	73	-	69	68	3880 residents	Aged 35-49 years
	Waste management	72	-	62	65	Aged 65+ years	Aged 35-49 years
	Recreational facilities	71	-	67	70	Aged 65+ years	Aged 18-34 years
	Enforcement of local laws	64	-	64	63	Aged 50-64 years	3909 residents
	Informing the community	58	-	59	59	Aged 50+ years, 3880 residents	Aged 35-49 years



Summary of East Gippsland Shire Council performance

Services		East Gippsland 2020	East Gippsland 2019	Large Rural 2020	State-wide 2020	Highest score	Lowest score
	Lobbying	56	46	53	53	3880 residents	Aged 18-34 years
	Sealed local roads	55	49	47	54	3880 residents	Aged 18-34 years
	Consultation & engagement	54	48	54	55	3880 residents	Aged 35-49 years
	Community decisions	54	46	52	53	3880 residents Aged 65+ years	Aged 35-49 years



Focus areas for the next 12 months

Overview

East Gippsland Shire Council's overall performance index of 62 represents a significant improvement on the 2019 result, and its highest rating to date. Council achieved a number of peak performance ratings in 2020. Positively, Council's performance improved significantly on each of the service areas evaluated over the last year.

Focus areas

The 35 to 49 year old age group is a demographic cohort which may warrant extra attention in the coming year. This age group is least satisfied with Council's performance on most measures, including overall performance. Further, this age group has had consistently high rates of contact with Council, and lower ratings customer service (albeit not significantly lower than average).

Comparison to state and area grouping

Council performs in line with, or significantly better, than the State-wide and Large Rural council averages on all measures evaluated. Council significantly outperforms the Large Rural council average on seven of the 11 service areas evaluated in 2020, as well as on the measure of overall performance.

Consolidate gains over time

As discussed, residents' perceptions of Council's overall performance improved significantly this year, as did perceptions of customer service. Aside from working to hold firm on all efforts made, Council should not lose sight of those areas where the differential between importance and performance is greatest, including sealed local roads, making community decisions and consultation and engagement.

DETAILED FINDINGS

Overall performance



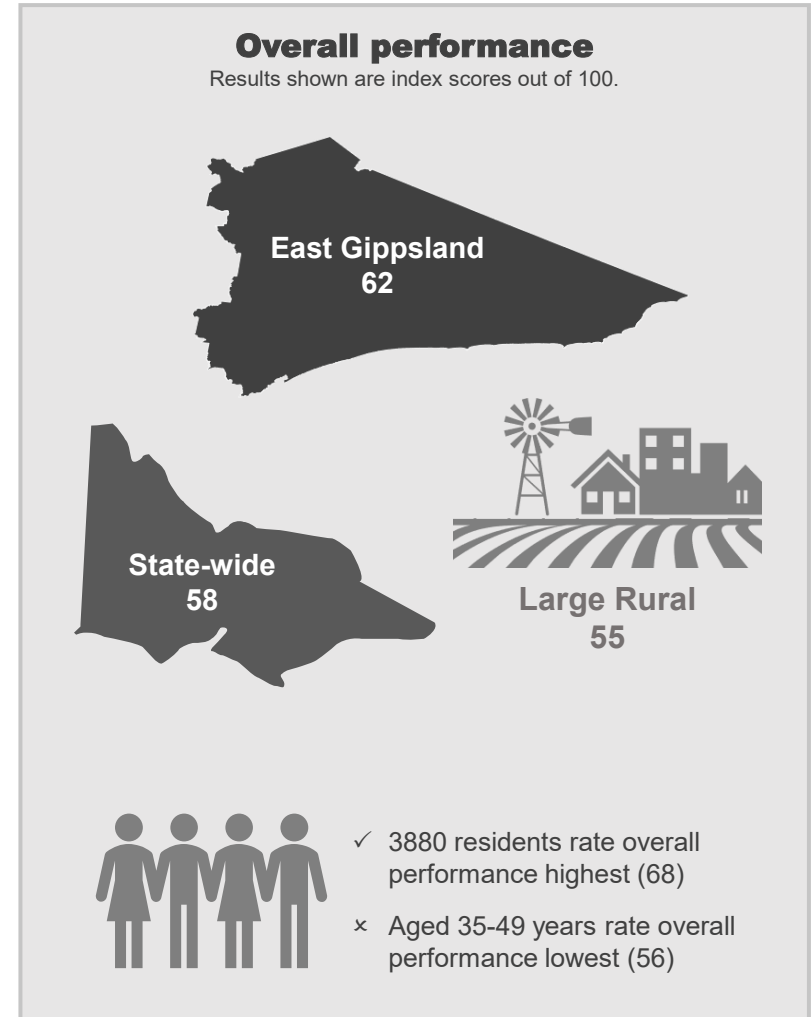
Overall performance

The overall performance index score of 62 for East Gippsland Shire Council represents a significant 11 point improvement on the 2019 result, and its highest rating to date.

East Gippsland Shire Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) than both the State-wide and Large Rural group averages for councils (index scores of 58 and 55 respectively).

- Almost all demographic and geographic cohorts improved in their perceptions of Council's overall performance in the past year. This was most significant among residents aged 50 to 64 years and those in postal code 3909 (index scores of 62 and 61 respectively, both up 15 index points from 2019).
- The only cohort where perceptions of overall performance did not increase significantly is the 35 to 49 year age group (index score of 56). While perceptions did increase by four index points, overall performance is nevertheless rated significantly lower than average among this age group.

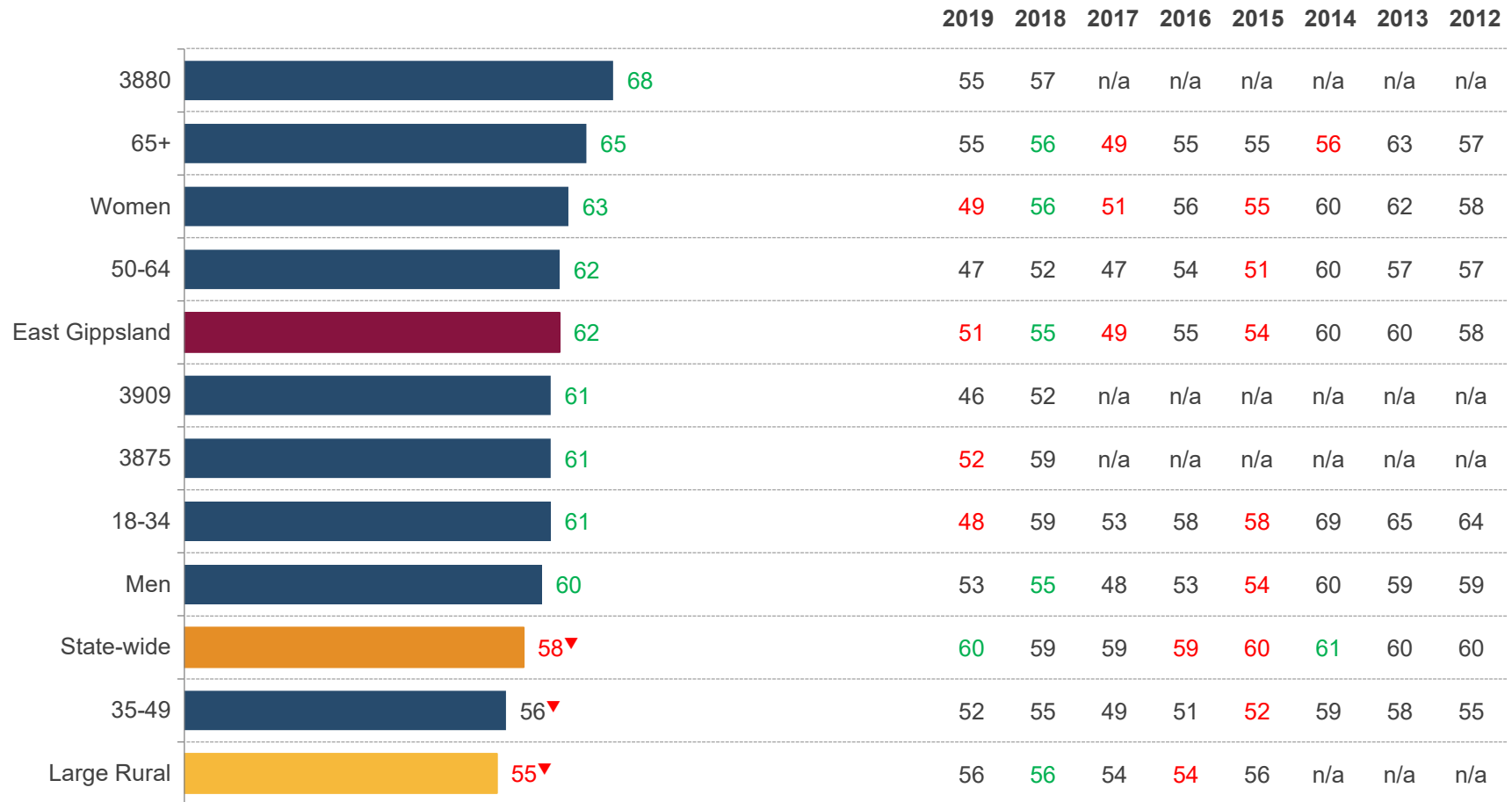
Four times as many residents rate East Gippsland Shire Council's overall performance as 'very good' or 'good' (52%) as those who rate it as 'very poor' or 'poor' (13%). A further 35% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)



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

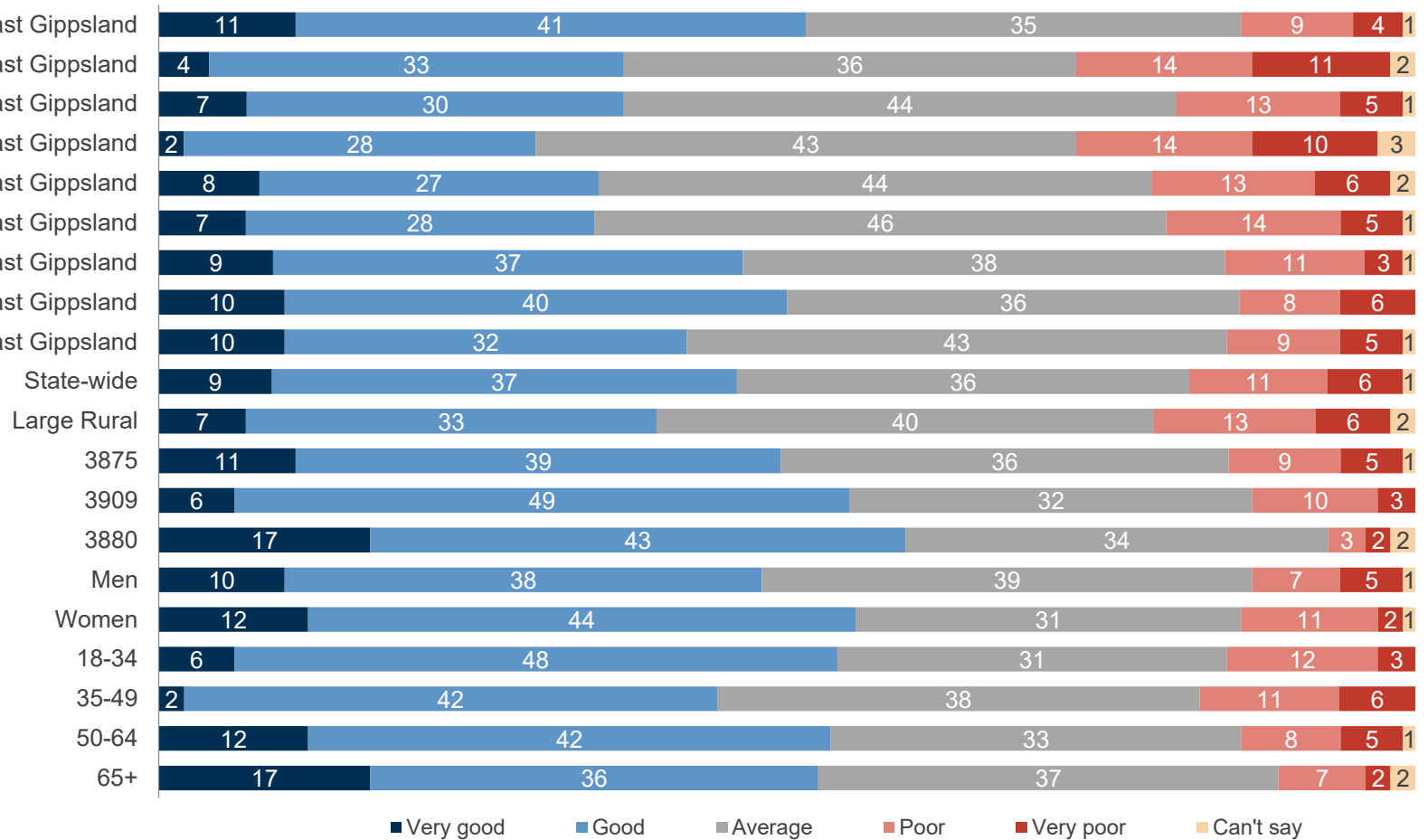
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



Overall performance

2020 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: 62 Councils asked group: 17



Top performing service areas

Art centres and libraries is the area where Council performed best in 2020, followed closely by the appearance of public areas (index scores of 75 and 74 respectively).

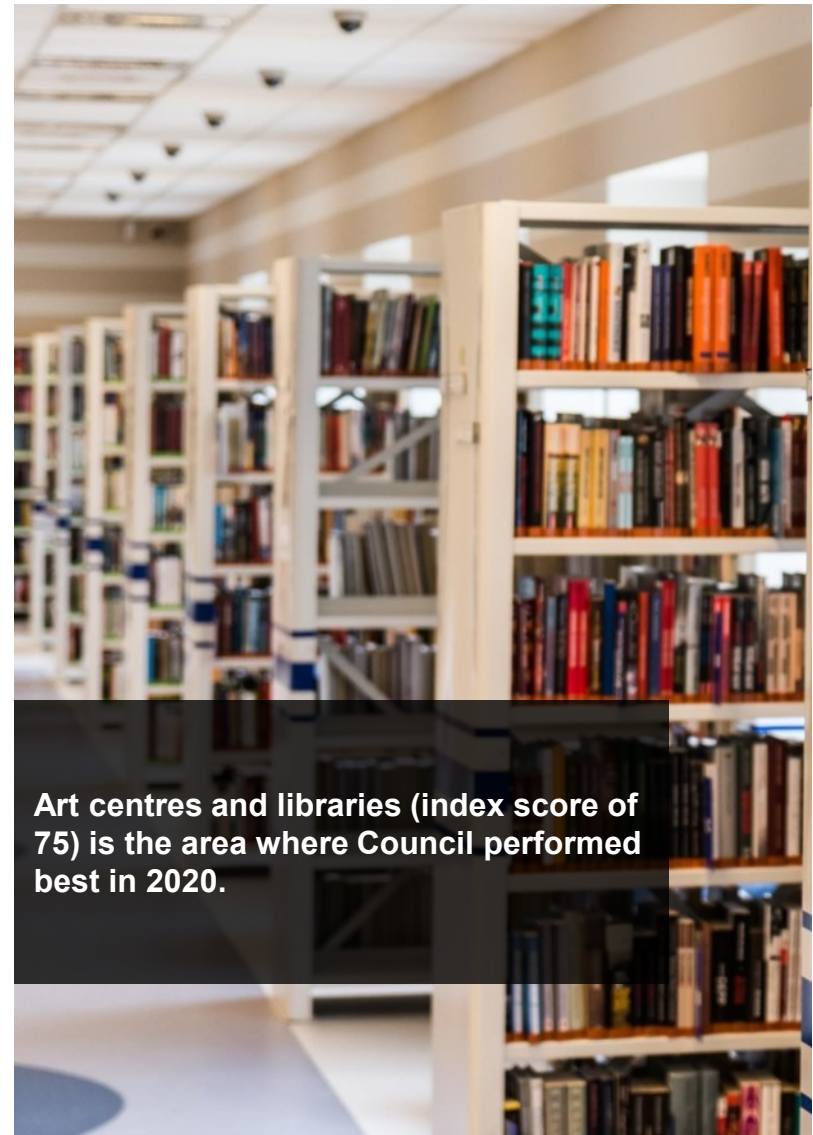
Council performs significantly higher than the Large Rural group average and in line with the State-wide average in both of these service areas.

Encouragingly, on seven of the 11 service areas evaluated in 2020, Council rated significantly higher than the Large Rural group council average.

Council also significantly outperforms both the State-wide and Large Rural group averages on its next highest rated service areas – emergency and disaster management and waste management (index scores of 73 and 72 respectively).

- Moreover, 10% of residents cite emergency, disaster, fire, flood or drought relief as one of the best things about East Gippsland Shire Council.

In each of the aforementioned service areas, performance ratings are highest among residents aged 65 years and over and those in postal code 3880. The fact that overall performance ratings are also highest among these residents is testament to the influence of positive individual service experiences on perceptions of overall performance.



Art centres and libraries (index score of 75) is the area where Council performed best in 2020.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of consultation and engagement and community decisions (both with an index score of 54).

Council rates lowest in the areas of consultation and engagement and decisions made in the interests of the community (both with an index score of 54).

Another service area in which Council is seen as underperforming is the condition of sealed local roads (index score of 55).

- Performance ratings here are significantly higher among residents in postcode 3880 (index score of 66). This would suggest other areas should be targeted first for improvement of sealed local roads.

The greatest disparities between perceived importance and performance ratings are observed in the service areas of community decisions, sealed local roads (both with a net differential of -28 index points), and community consultation (-25 net differential).

This is reaffirmed by the fact that, unprompted, one in seven residents nominate community consultation (14%) and sealed road maintenance (13%) as the Council areas in most need of improvement.

Residents aged 35 to 49 years is a demographic cohort which may warrant extra attention in the coming year. Given they are least satisfied with Council's performance on most measures, including overall, Council should look to improve performance perceptions among this group to boost overall performance ratings.



Individual service area performance

2020 individual service area performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	75	n/a	n/a	n/a	74	n/a	73	68	70
Appearance of public areas	74	n/a	n/a	n/a	n/a	n/a	72	70	71
Emergency & disaster mngt	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	72	n/a	n/a	n/a	n/a	n/a	71	73	71
Recreational facilities	71	n/a	n/a	n/a	n/a	n/a	69	65	67
Enforcement of local laws	64	n/a	n/a	n/a	n/a	n/a	62	62	63
Informing the community	58	n/a	n/a	n/a	55	n/a	n/a	n/a	n/a
Lobbying	56	46	50	49	50	51	54	54	53
Sealed local roads	55	49	50	46	46	46	n/a	n/a	n/a
Community decisions	54	46	51	50	49	53	n/a	n/a	n/a
Consultation & engagement	54	48	52	47	52	52	53	54	54

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

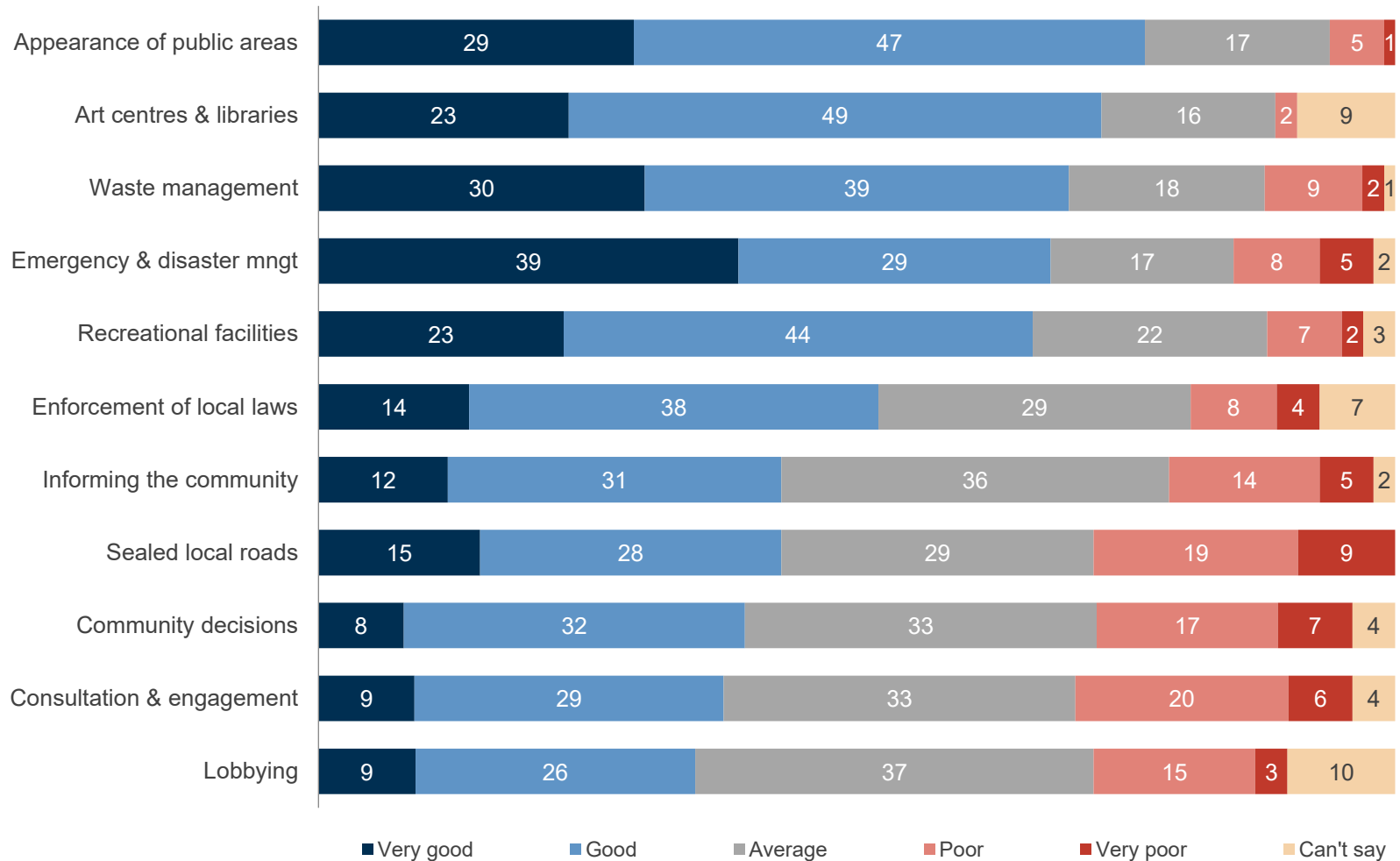
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



Individual service area performance

2020 individual service area performance (%)





Individual service area importance

2020 individual service area importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	82	n/a	n/a	n/a	n/a	n/a	n/a	77	77
Informing the community	80	n/a	n/a	n/a	77	n/a	n/a	n/a	n/a
Consultation & engagement	79	n/a	n/a	n/a	n/a	n/a	n/a	76	77
Appearance of public areas	77	n/a	n/a	n/a	n/a	n/a	n/a	72	73
Recreational facilities	77	n/a	n/a	n/a	n/a	n/a	n/a	73	71
Lobbying	71	n/a	n/a	n/a	n/a	n/a	n/a	71	71
Enforcement of local laws	70	n/a	n/a	n/a	n/a	n/a	n/a	74	72
Art centres & libraries	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?

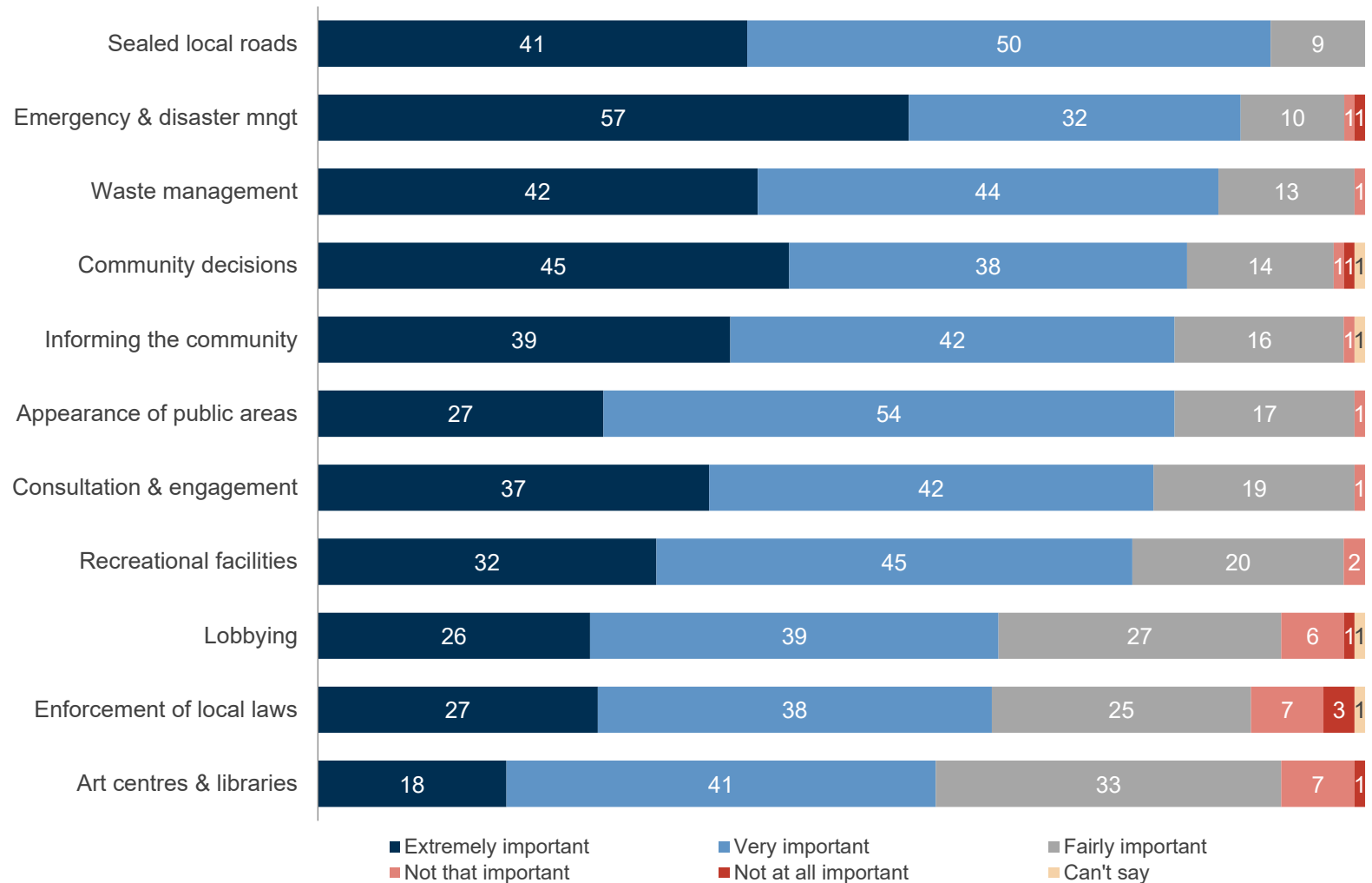
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7

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



Individual service area importance

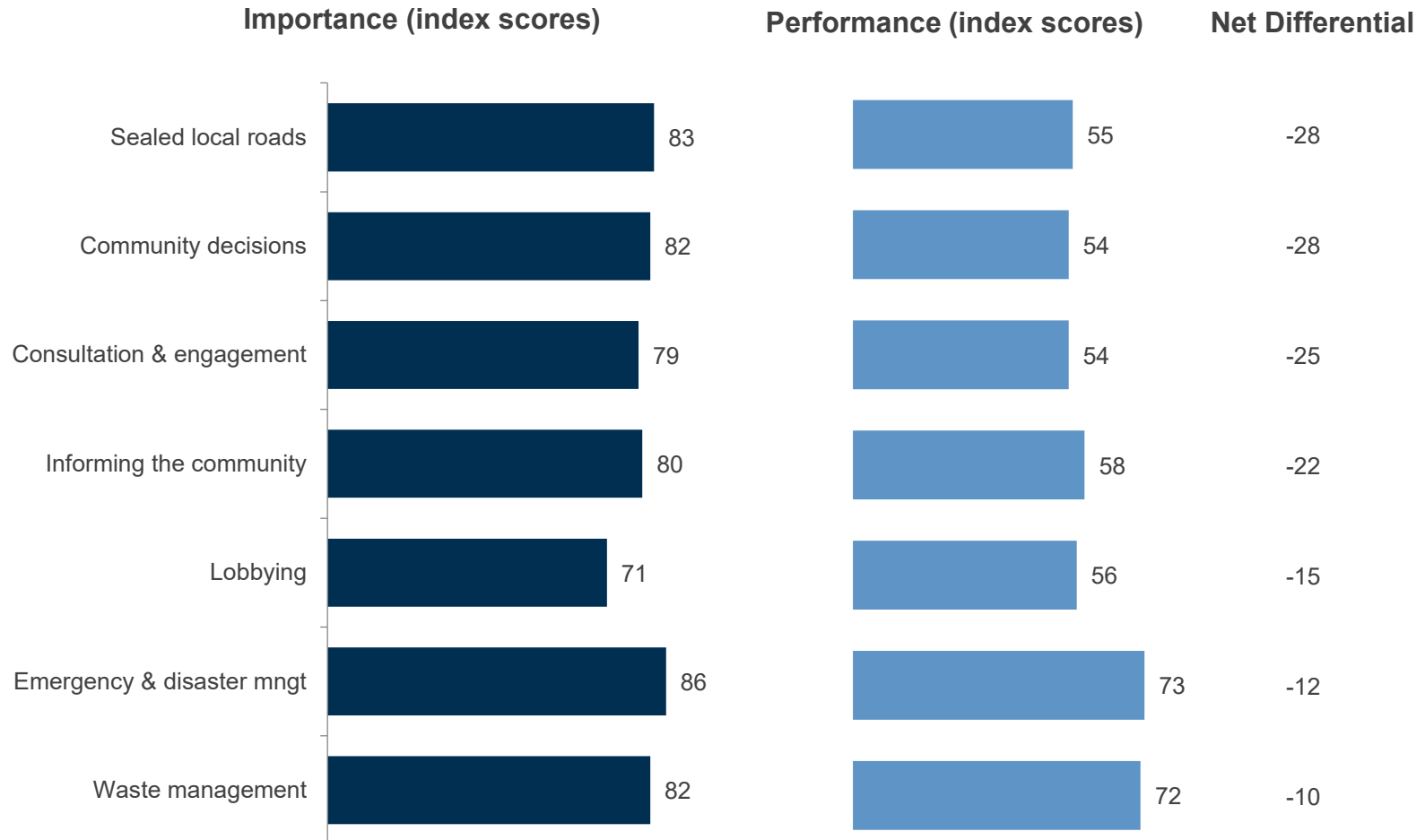
2020 individual service area importance (%)





Individual service areas importance vs performance

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



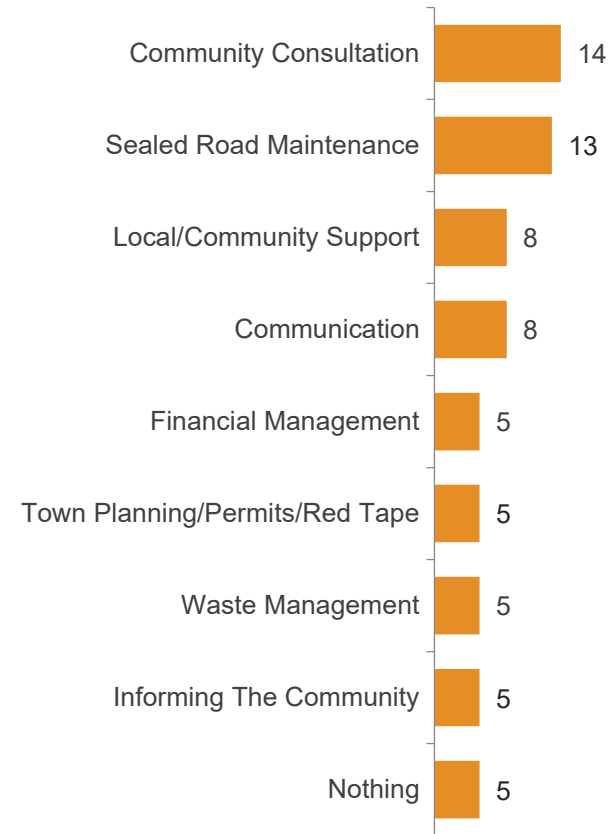


Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 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: 25 Councils asked group: 7

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 8

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 two thirds of residents (68%) have had contact with Council in the last 12 months. Rate of contact increased significantly by 16 percentage points to an all time series high. Contact rate is significantly higher among residents aged 50 to 64 years (79%).

Telephone (44%) and in person (34%) remain the most common methods of contacting Council. Rate of telephone contact increased significantly by 17 percentage points from 2019.



Among those residents who have had contact with Council, 68% provide a positive customer service rating of 'very good' or 'good', including 34% who rate Council's customer service as 'very good'.

Customer service

East Gippsland Shire Council's customer service index of 70 marks a significant increase since 2019 and its highest rating since 2013. Customer service is rated in line with the State-wide and Large Rural group averages (index scores of 70 and 68 respectively).

More than two thirds (68%) of those who had recent contact with Council provide a positive customer service rating of 'very good' or 'good'.

Moreover, 12% of residents volunteer customer service as one of the best things about Council.

- Perceptions of customer service are most positive among residents of postal code 3880, women and those aged 50 to 64 years.

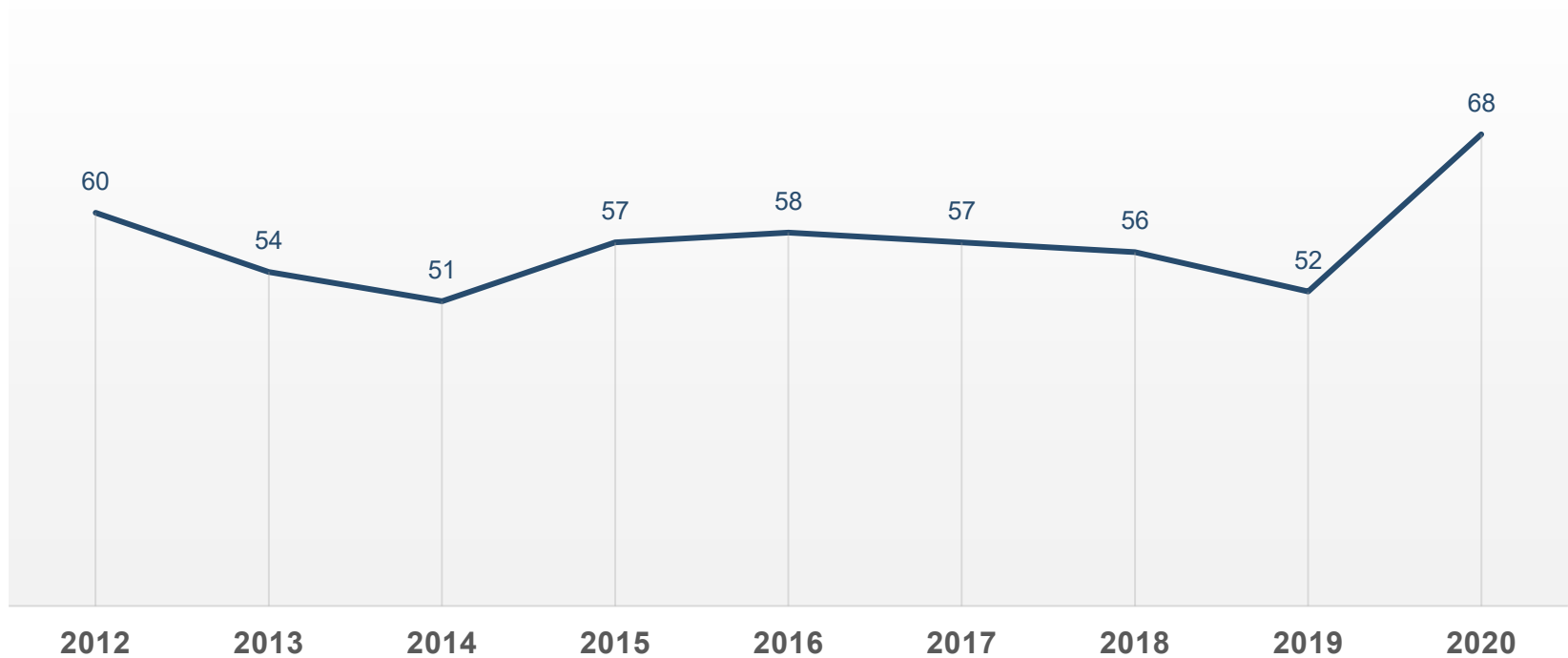
Ratings of Council's customer service increased significantly for transactions which occurred in-person (index score of 75 compared to 65 in 2019).

The 35 to 49 year old cohort is one which may warrant further attention in the coming 12 months, given they have consistently had high contact rates with Council, but are the only group to decline in their perceptions of Council's customer service in the last year (albeit not significantly).



Contact with council

2020 contact with council (%)
Have had contact



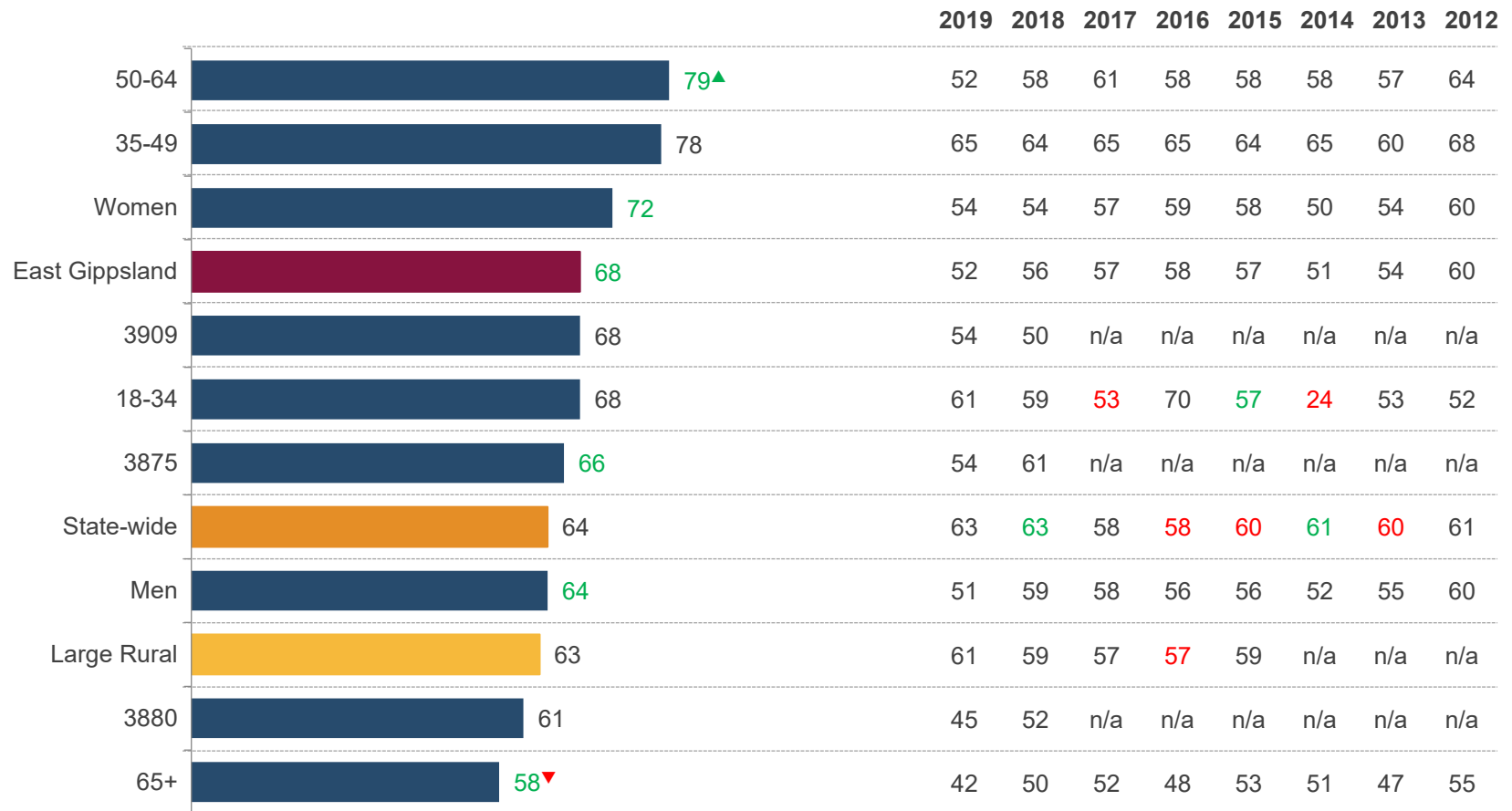
Q5a. Have you or any member of your household had any recent contact with East Gippsland Shire Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7



Contact with council

2020 contact with council (%)



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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7

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



Customer service rating

2020 customer service rating (index scores)

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

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

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

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

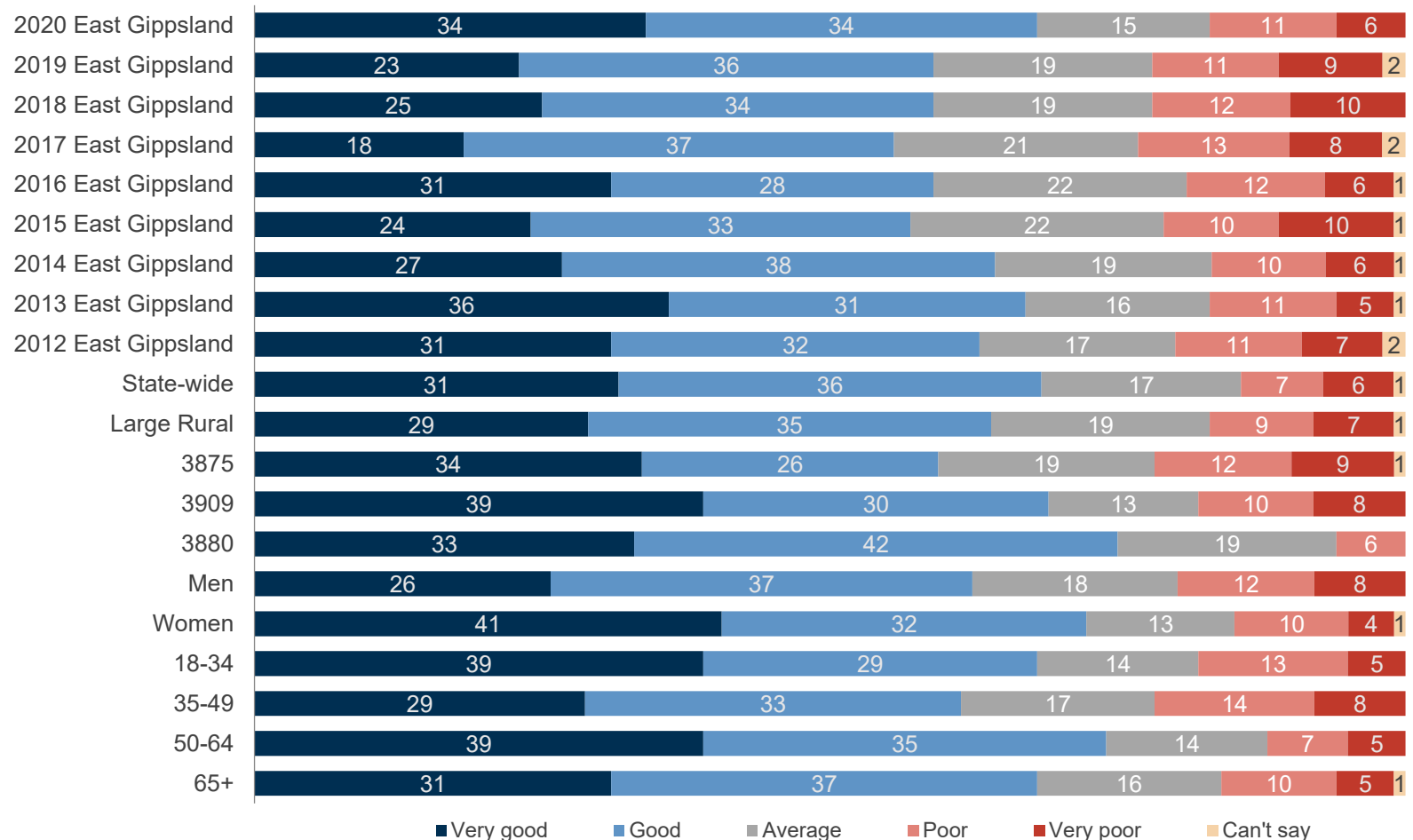
Councils asked state-wide: 62 Councils asked group: 17

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



Customer service rating

2020 customer service rating (%)



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

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

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

Councils asked state-wide: 62 Councils asked group: 17



Method of contact with council

2020 method of contact (%)



In Person



In Writing



By Telephone



By Text Message



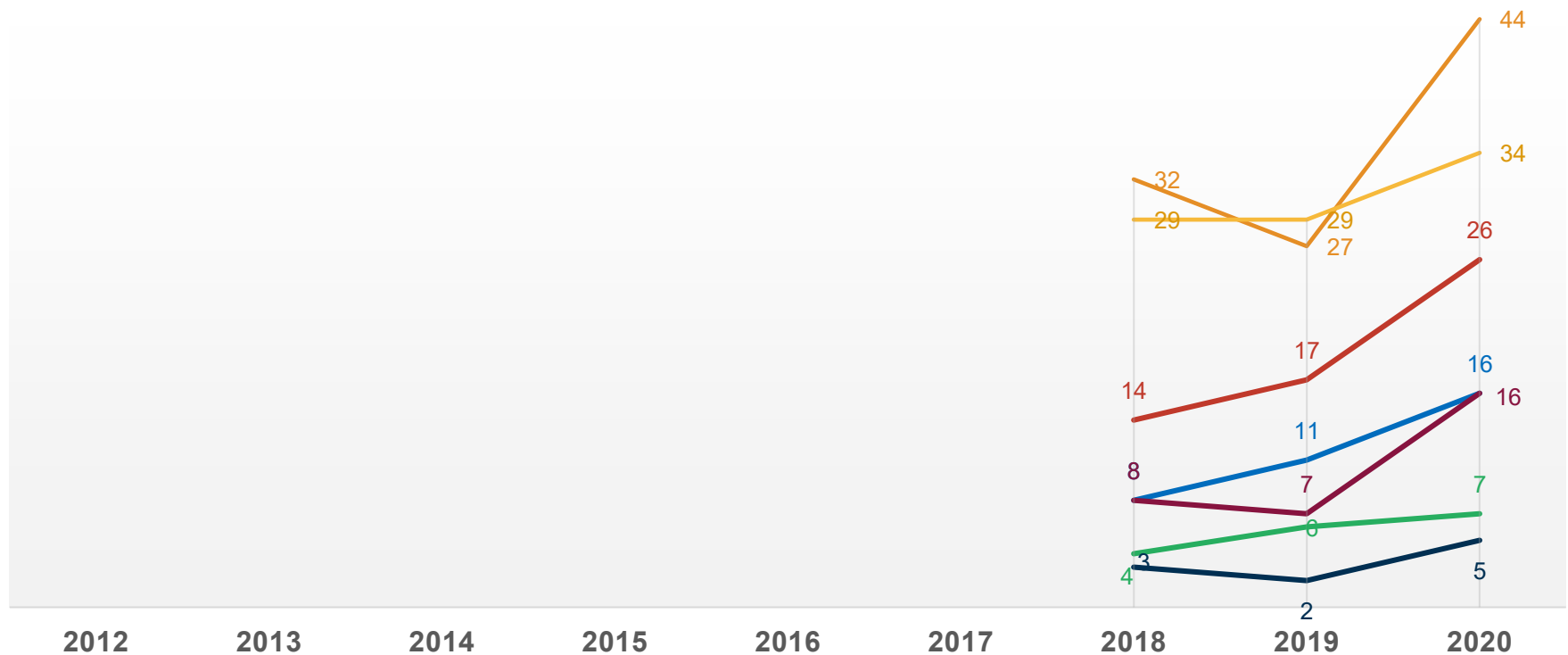
By Email



Via Website



By Social Media



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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 7

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



Customer service rating by method of last contact

2020 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate East Gippsland Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked state-wide: 26 Councils asked group: 7

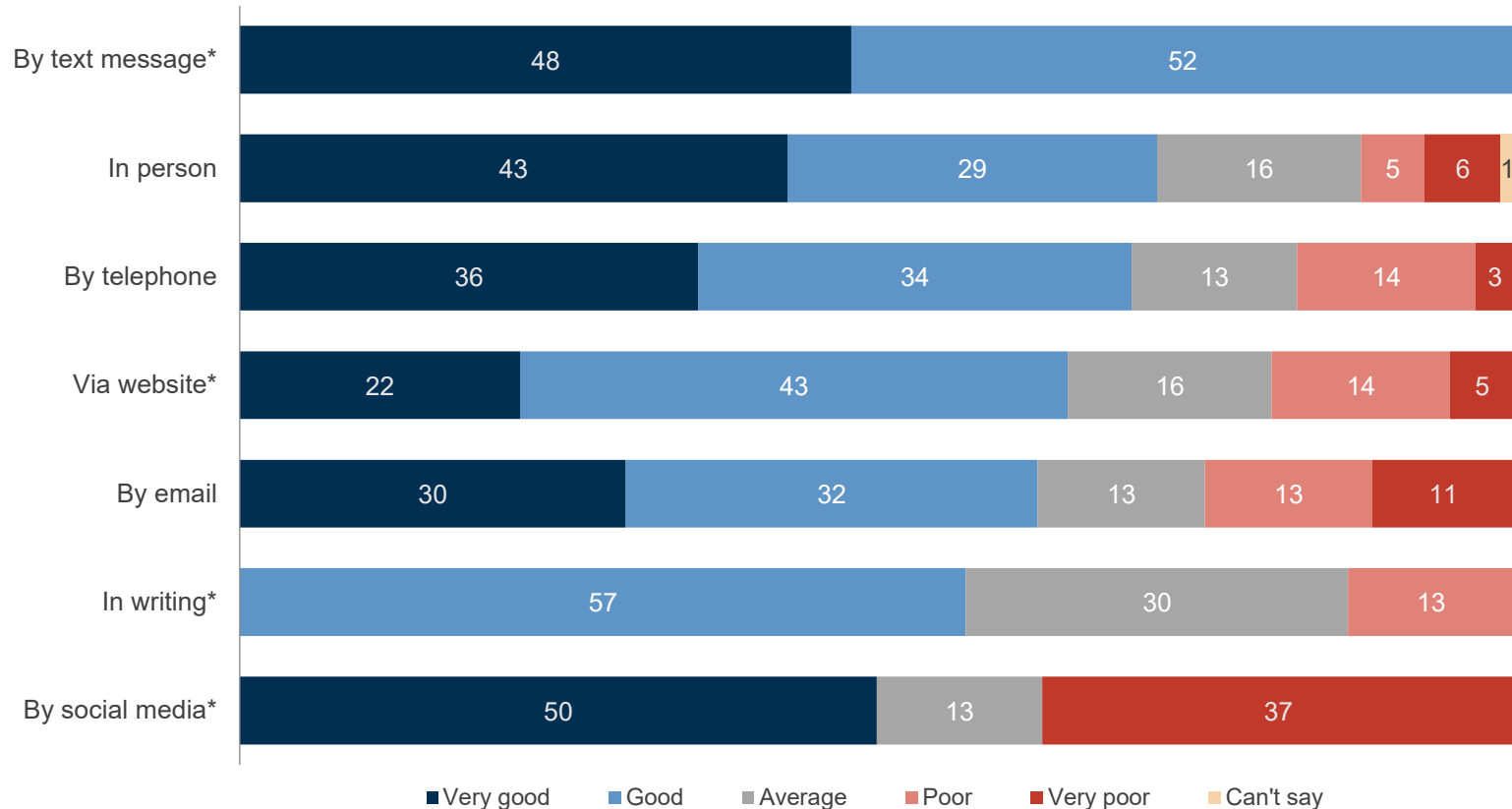
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2020 customer service rating (% by method of last contact)



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

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

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

Councils asked state-wide: 26 Councils asked group: 7

*Caution: small sample size < n=30



Communication

Communication

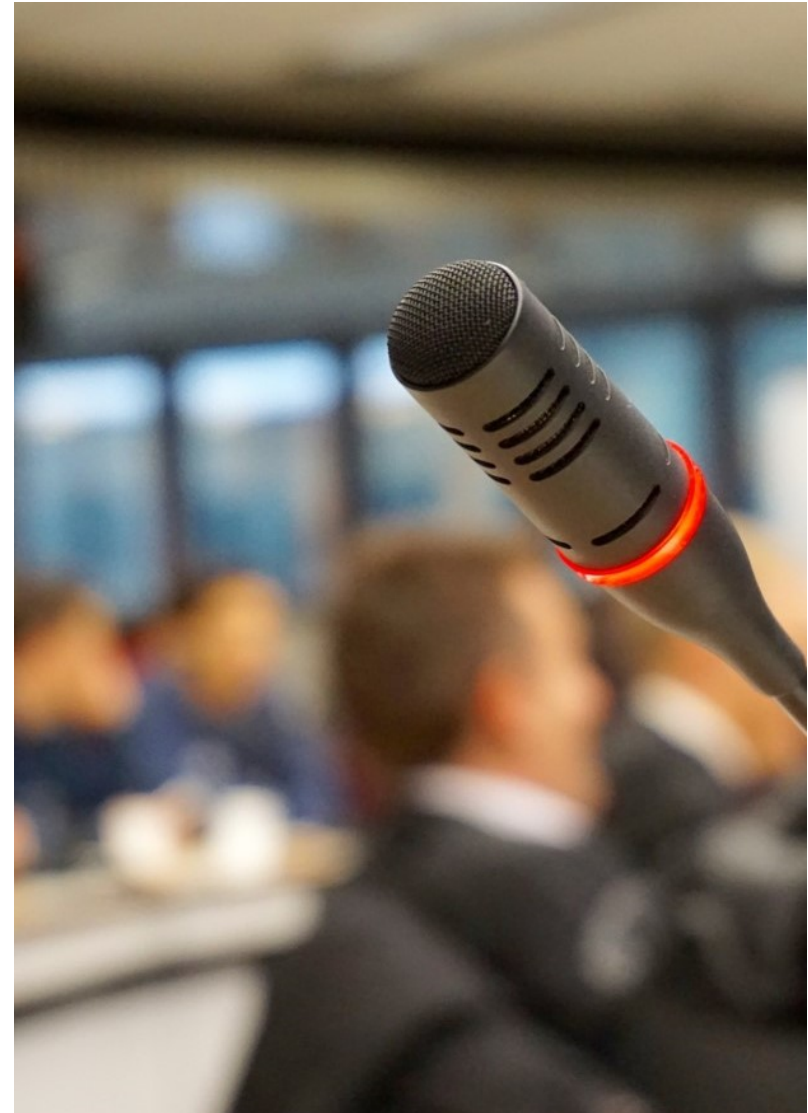
The preferred form of communication from East Gippsland Shire Council about Council news and information and upcoming events is newsletters sent via email (24%) or mail (19%).

- Mailed newsletters have lost some of their appeal over the last two years, falling from a peak of 23% in 2018.

Preference for advertising in local newspapers decreased significantly in the last year (17% down from 24% in 2019).

For residents aged under 50 years, social media (24%) or text messages (18%) are preferred, both gaining in appeal since 2019.

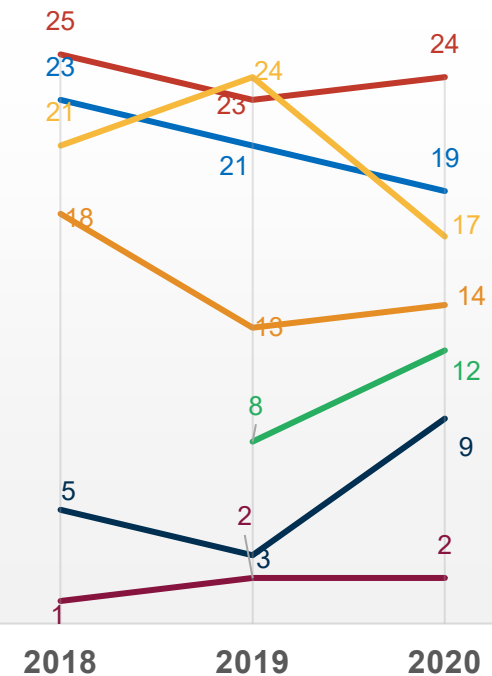
Conversely, residents aged over 50 years prefer newsletters sent via email (29%) or mail (22%), but a notable 20% prefer communication via advertising in local newspapers.





Best form of communication

2020 best form of communication (%)



Q13. If East Gippsland Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 9
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2020 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



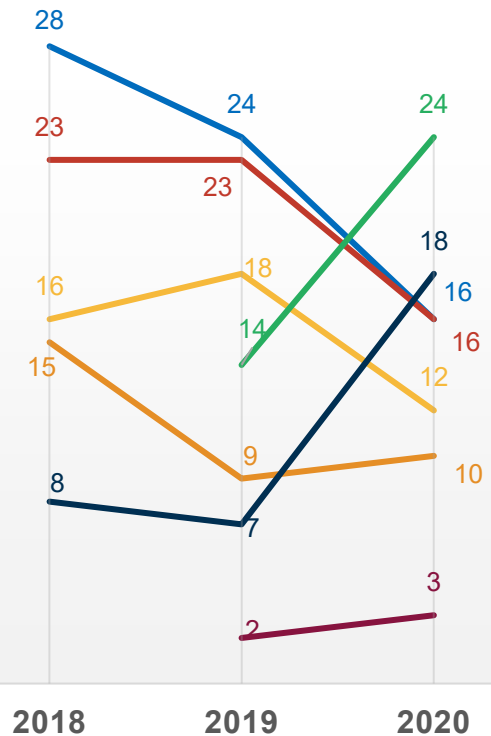
Council
Website



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?

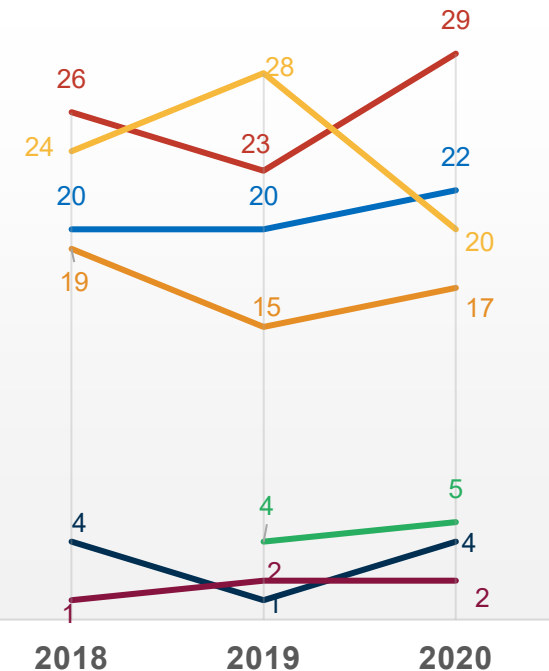
Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2020 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked state-wide: 33 Councils asked group: 9

Note: 'Social Media' was included in 2019.



Council direction



Council direction

Perceptions of the direction of East Gippsland Shire Council's overall performance have improved significantly since 2019.

- Key contributors to this improvement are significant increases among 50 to 64 year olds and women.

More residents believe the direction of Council's overall performance has improved over the last 12 months – 20%, a six-point decrease from 2019.

An increased majority (61%, up three percentage points) feel Council's direction has stayed the same, while a further 17% believe it has deteriorated (compared with 21% in 2019).

Least satisfied with the direction of Council performance are residents aged 35 to 49 years and men. Among these cohorts, more think Council performance has deteriorated in the last year than think it has improved.

On trading off quality versus cost of Council services, more residents prefer service cuts and keeping rates unchanged (44%) than rate rises to improve services (34%), with almost one in four (23%) undecided.

Residents aged 18 to 34 years are the exception – this group indicate a preference for rate rises over service cuts.





Overall council direction last 12 months

2020 overall direction (index scores)

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

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

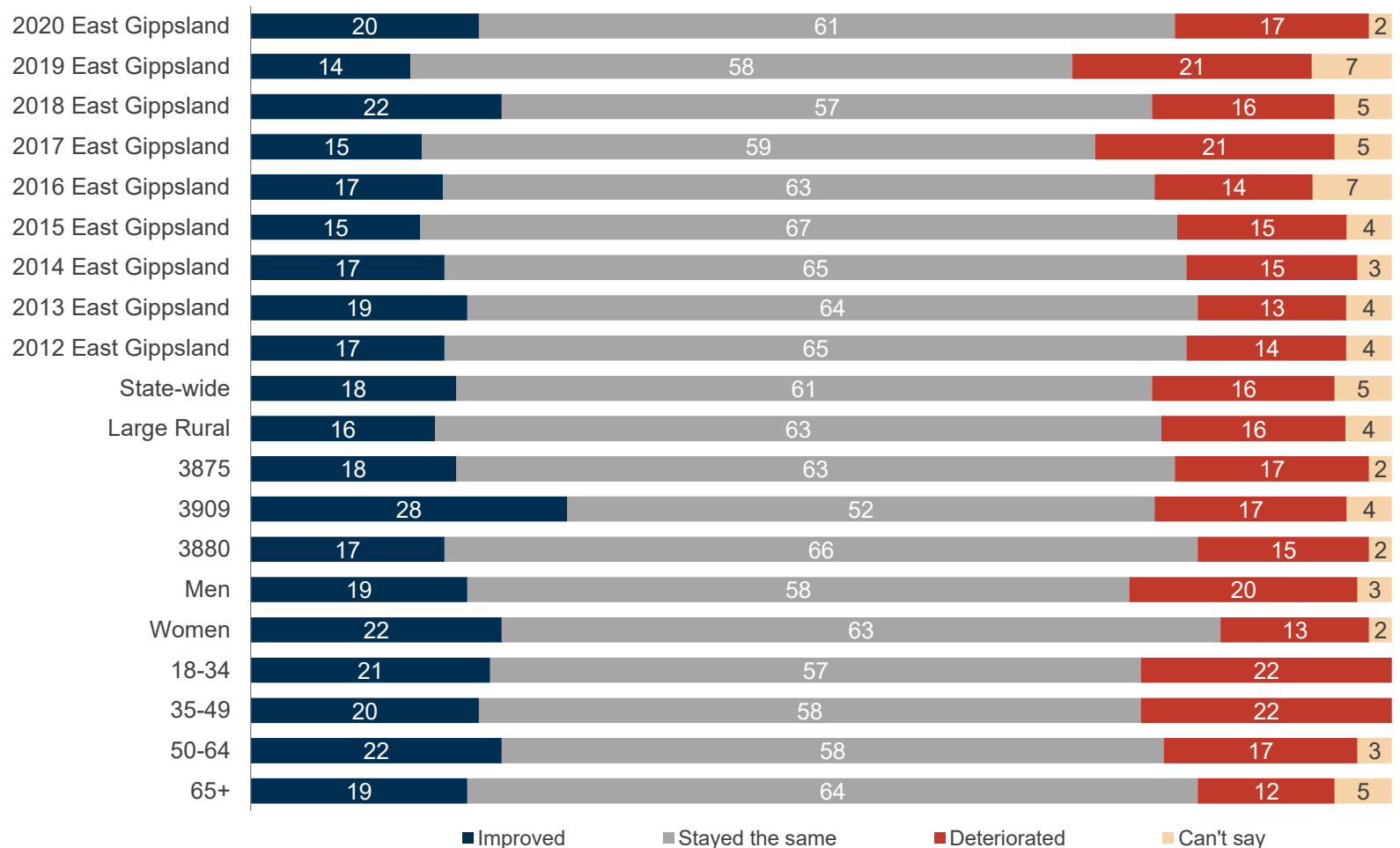
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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



Overall council direction last 12 months

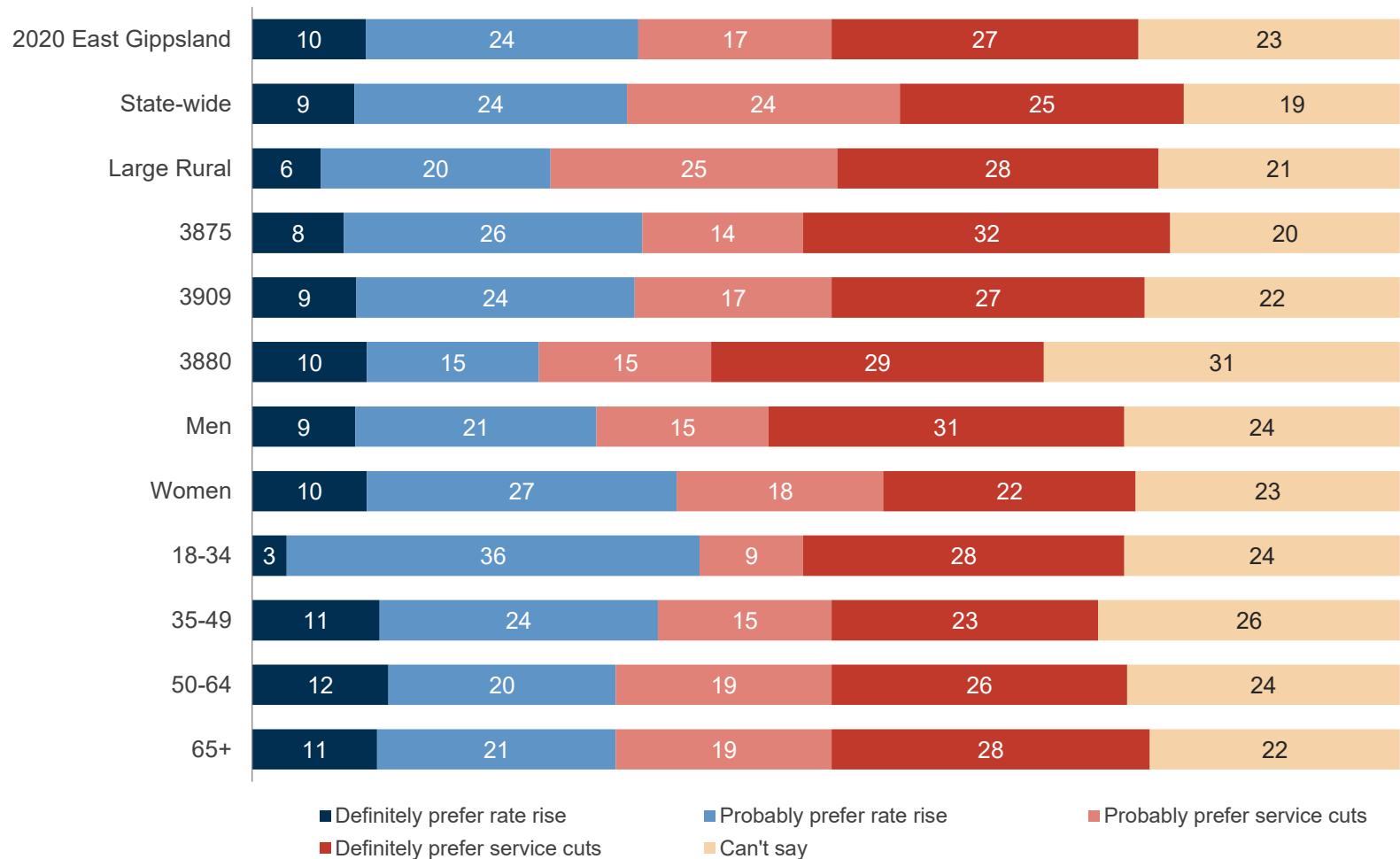
2020 overall council direction (%)





Rates / services trade-off

2020 rates / services trade-off (%)



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

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 3

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 strokes, resembling a map or a data network.

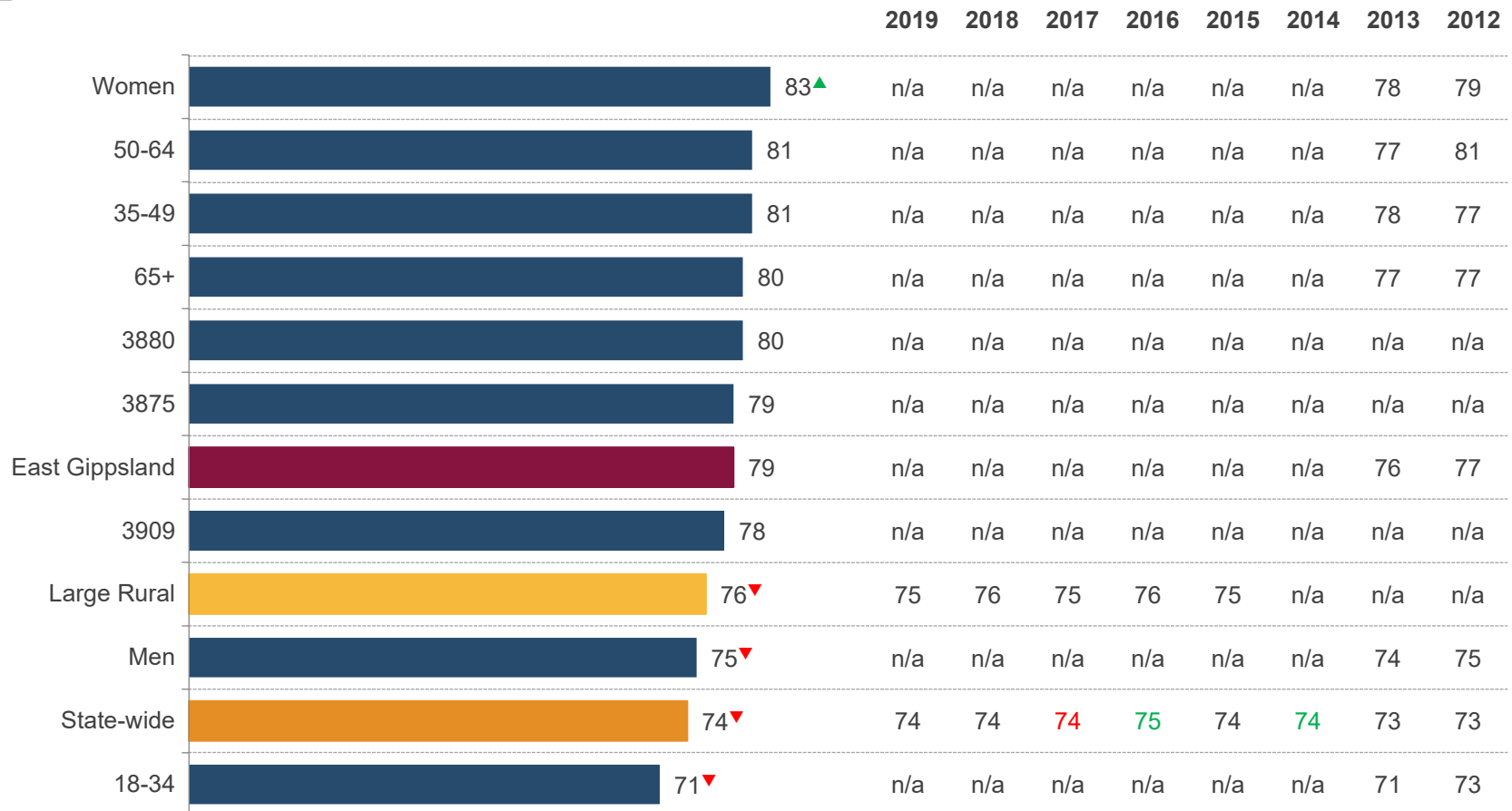
Individual service areas



Community consultation and engagement importance



2020 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: 23 Councils asked group: 6

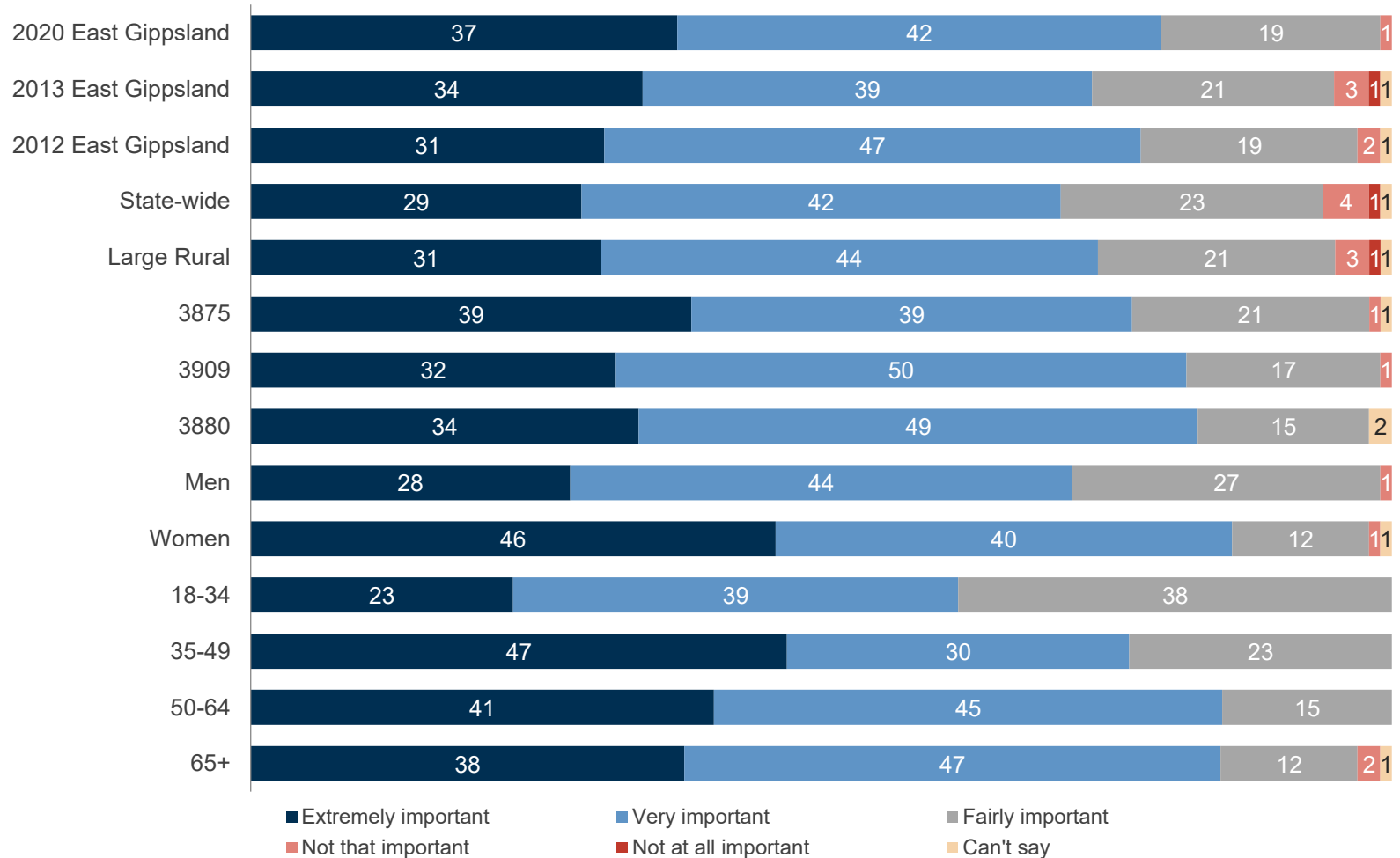
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2020 consultation and engagement importance (%)





Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

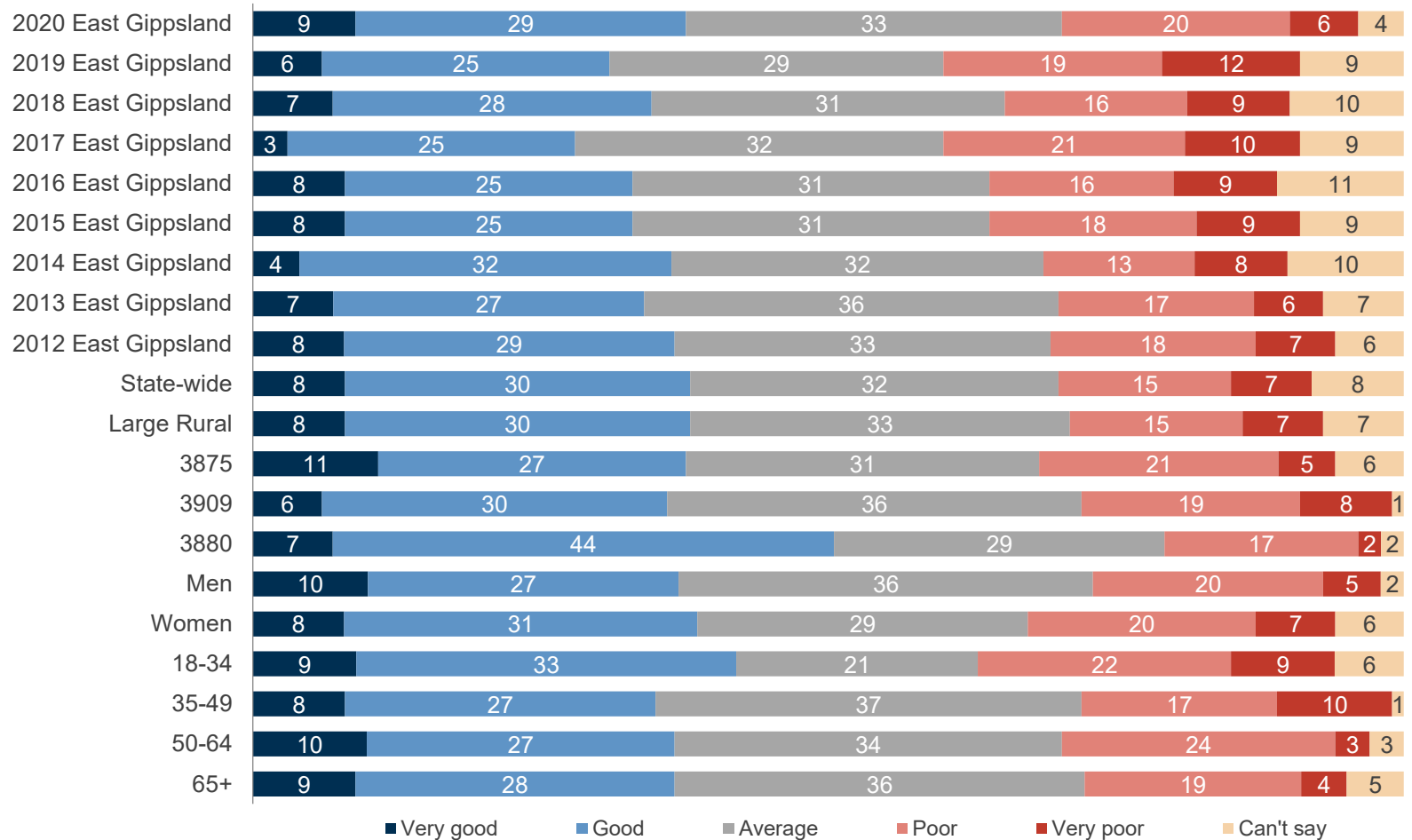
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)

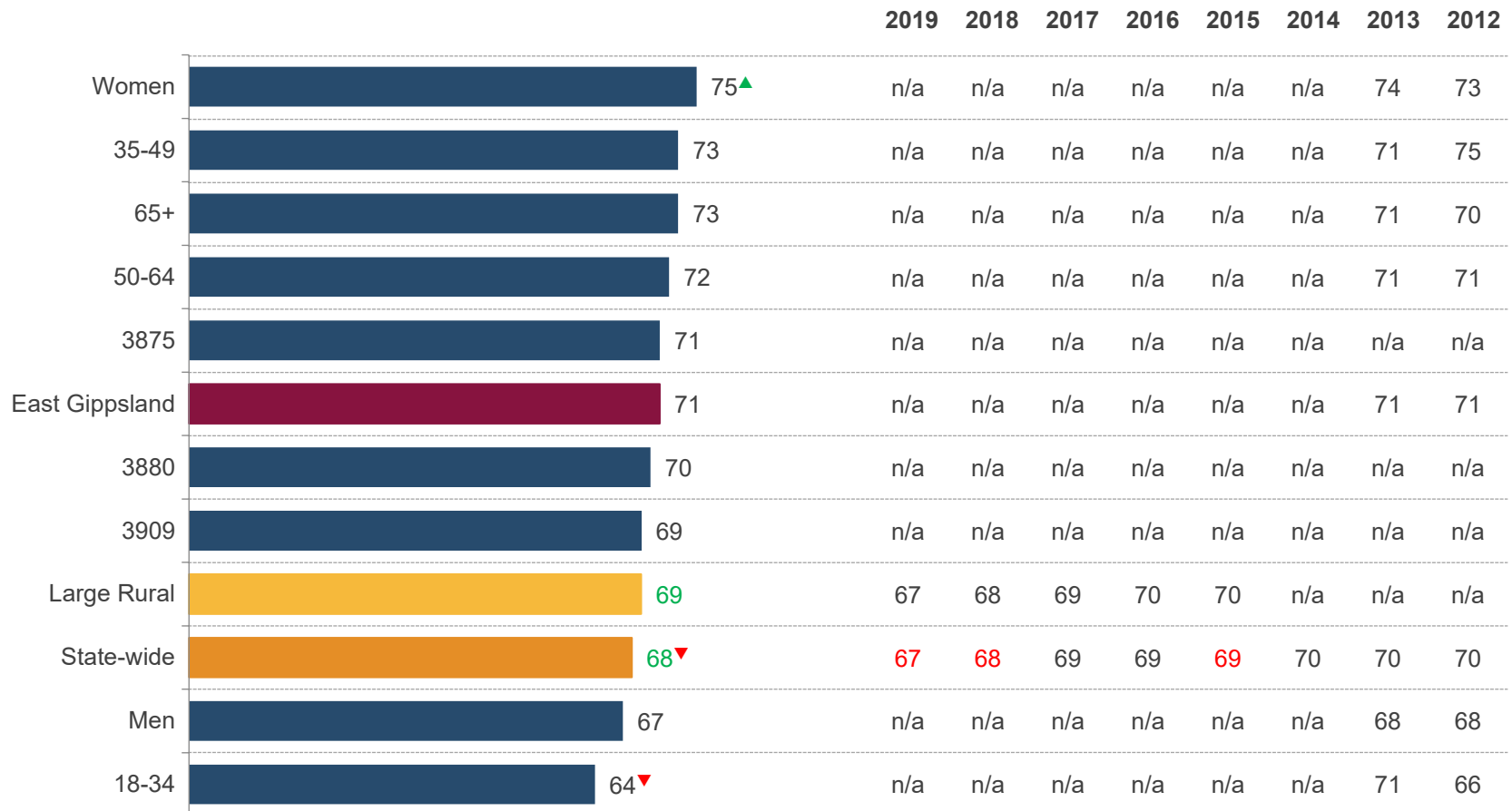




Lobbying on behalf of the community importance



2020 lobbying importance (index scores)



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

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 5

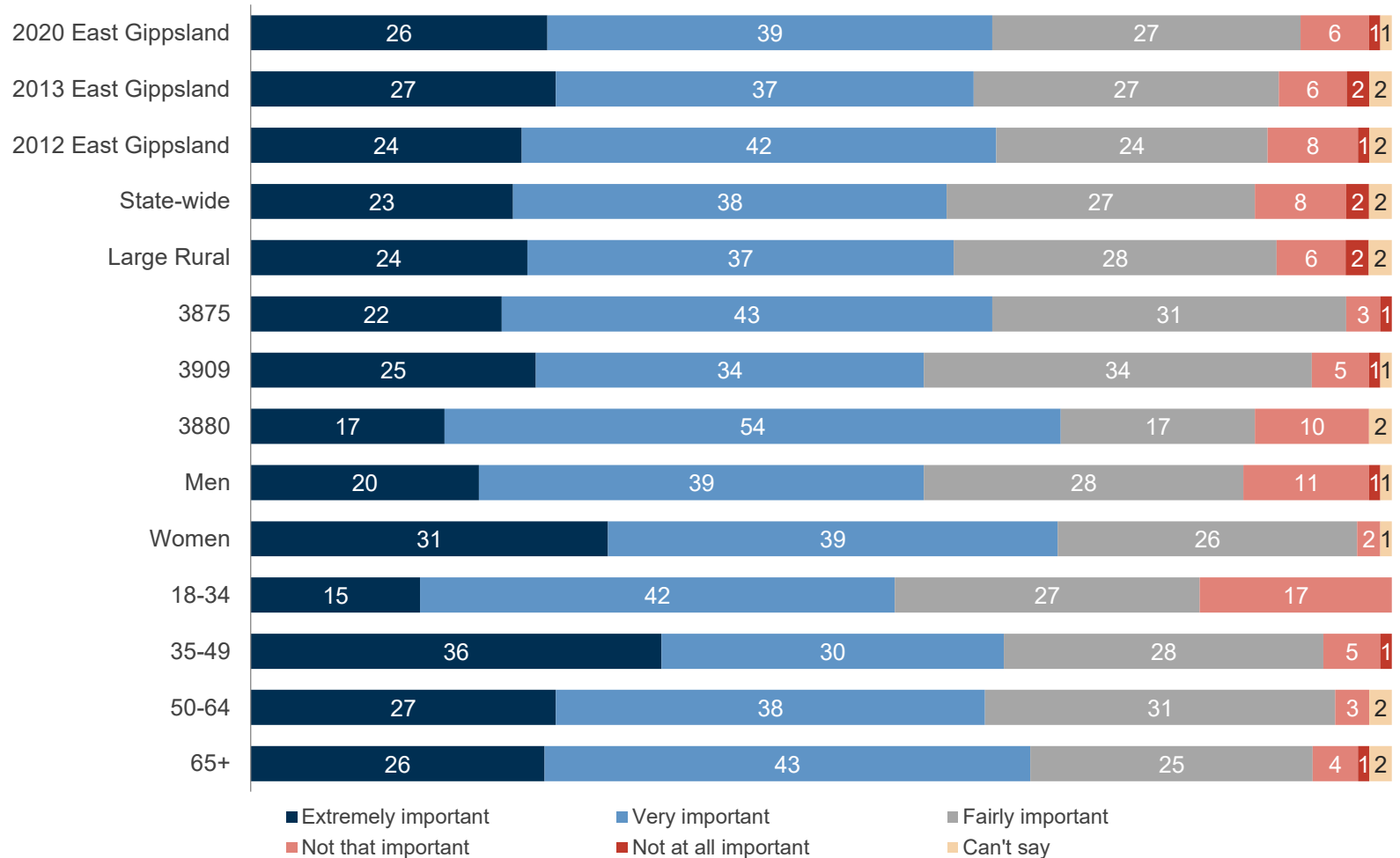
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community importance



2020 lobbying importance (%)





Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

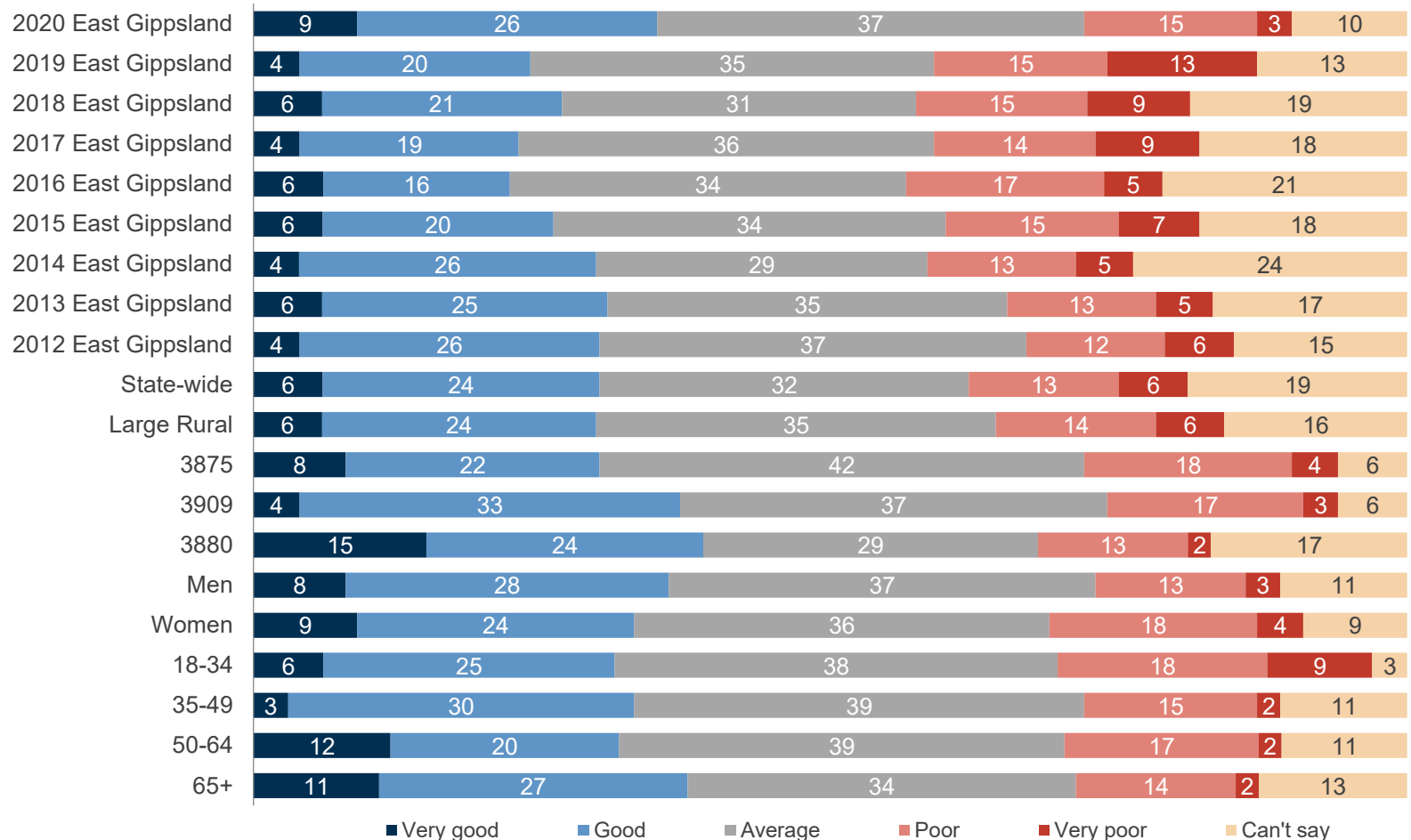
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



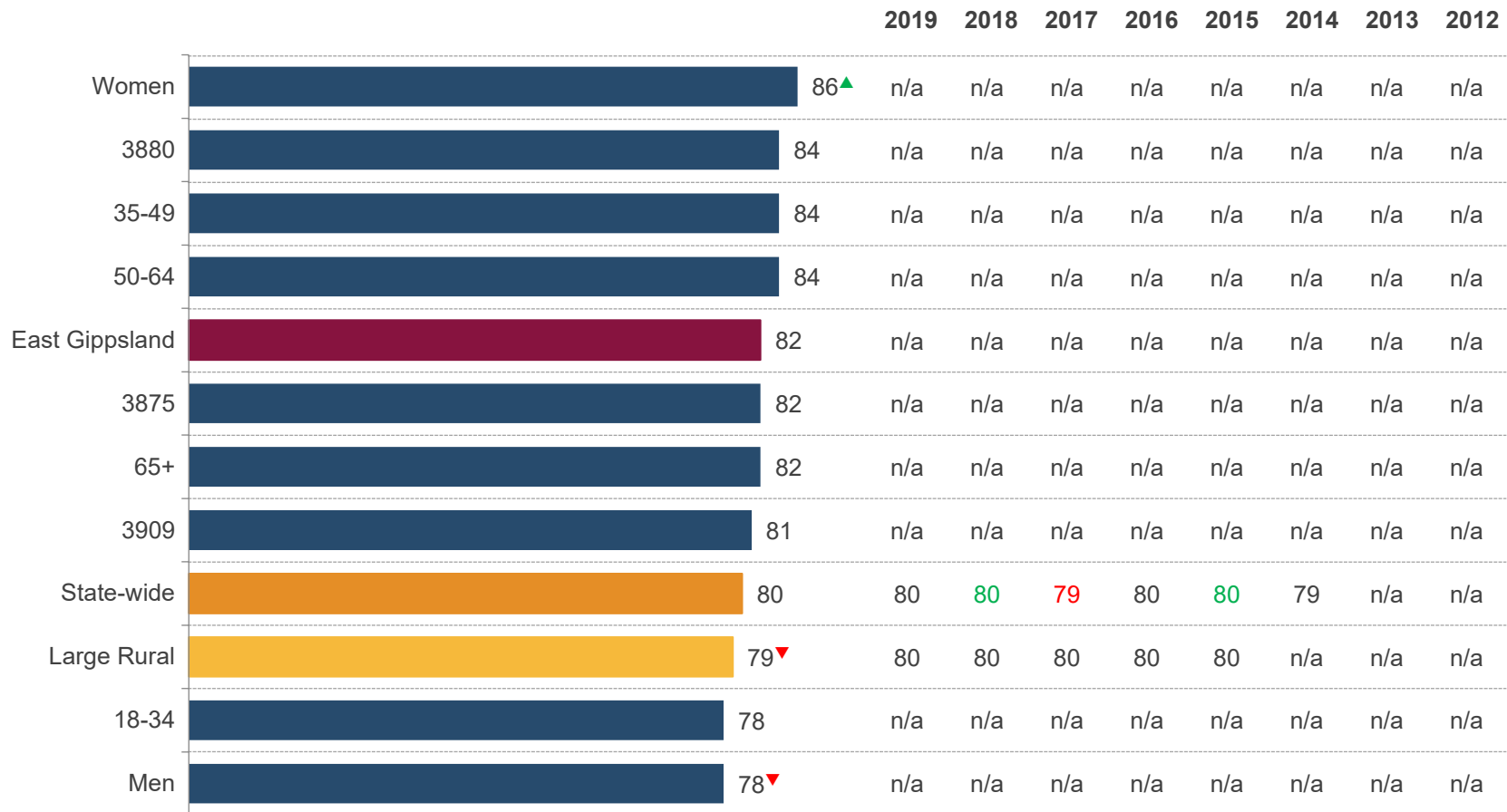
2020 lobbying performance (%)



Decisions made in the interest of the community importance



2020 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?

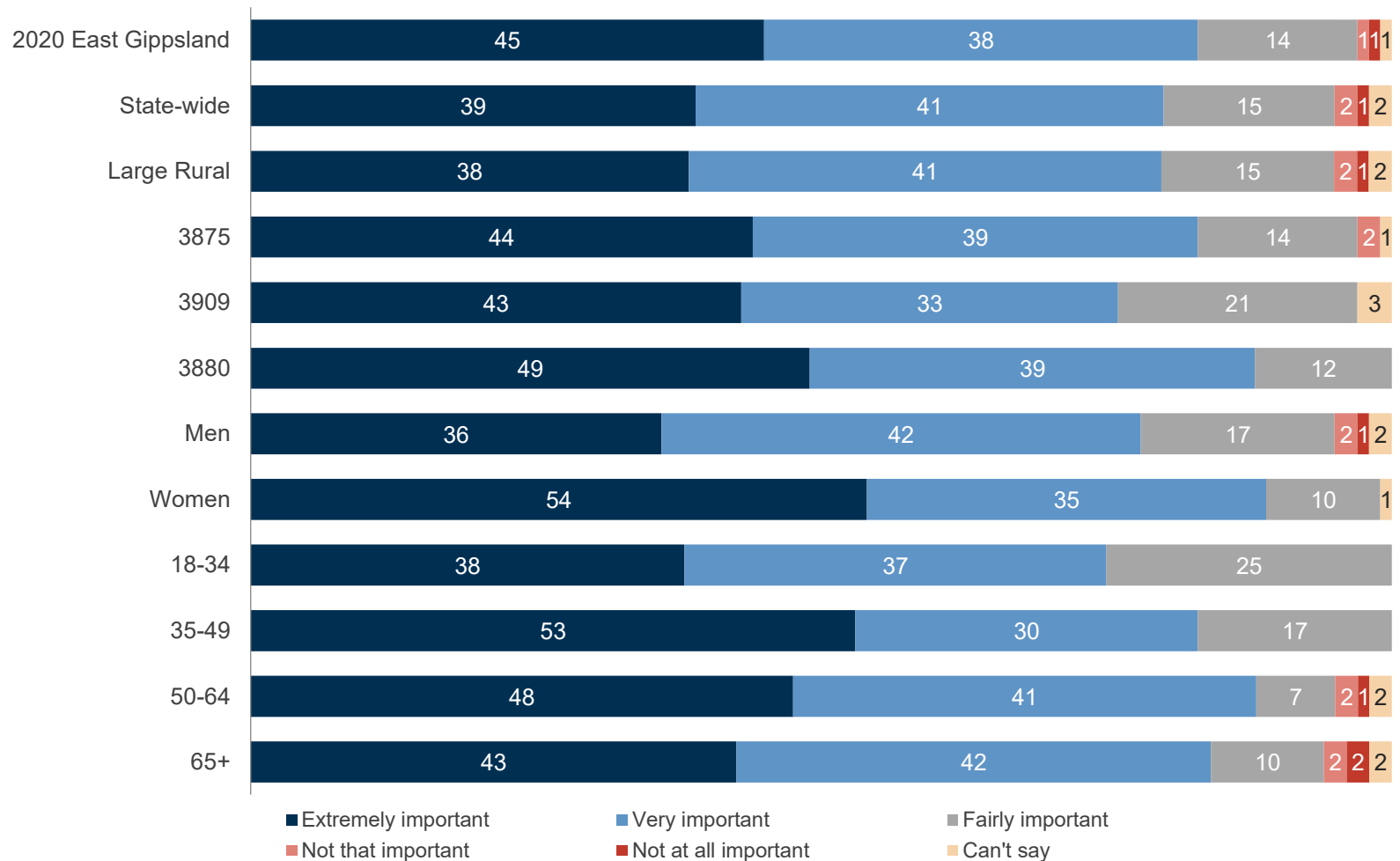
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 4

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

Decisions made in the interest of the community importance



2020 community decisions made importance (%)



Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

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

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

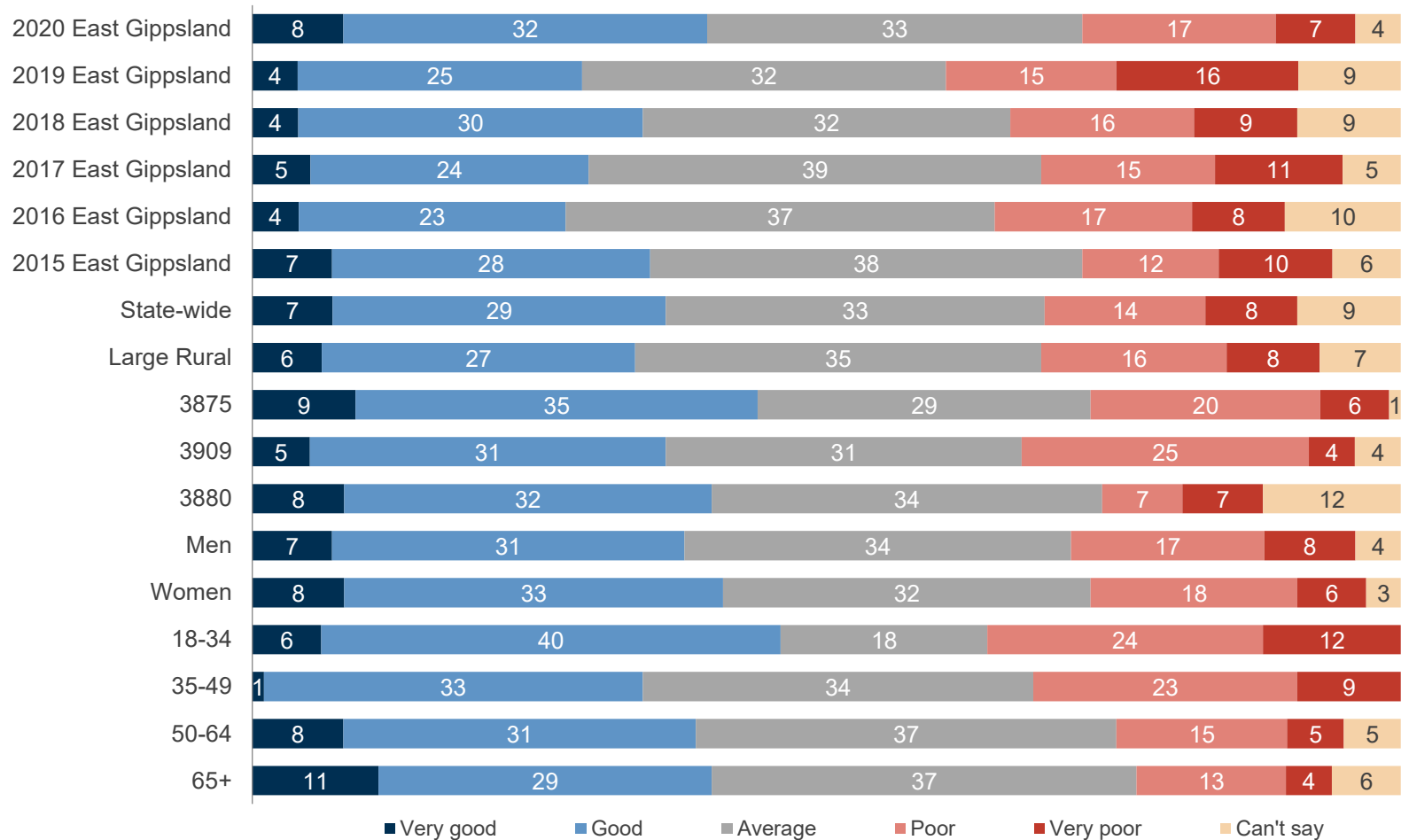
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

Decisions made in the interest of the community performance



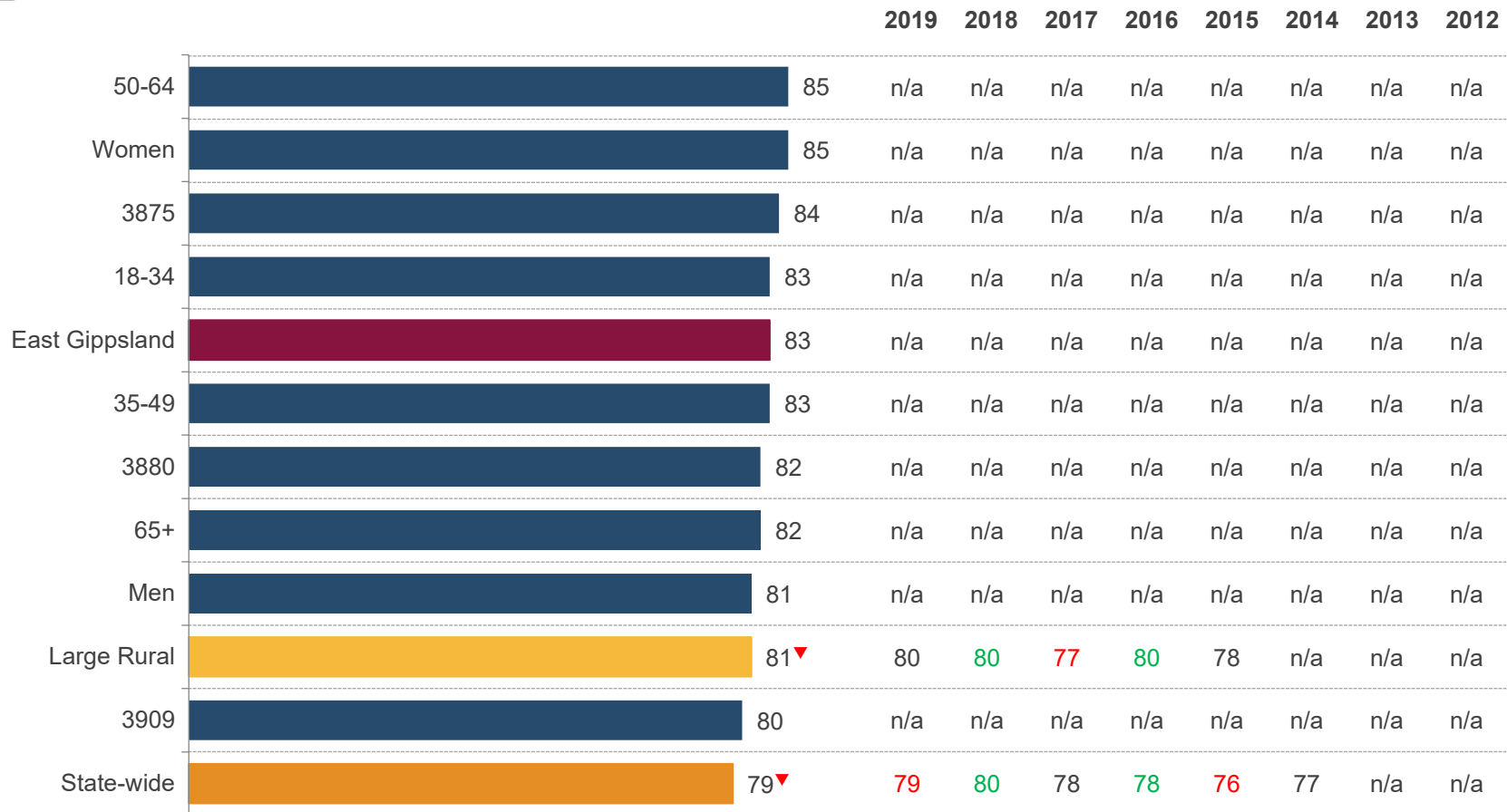
2020 community decisions made performance (%)



The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)



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

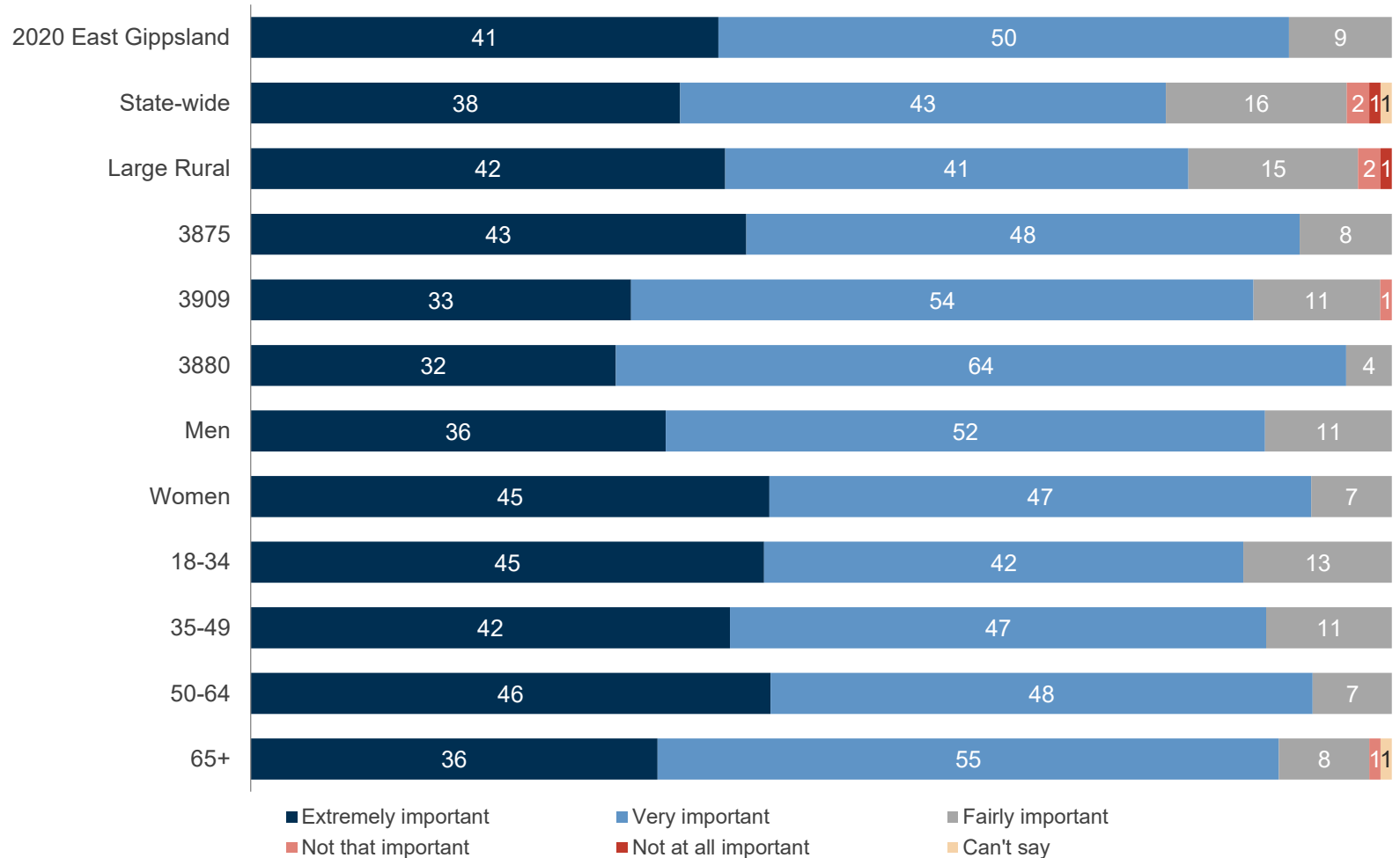
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 4

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

The condition of sealed local roads in your area importance



2020 sealed local roads importance (%)



The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

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

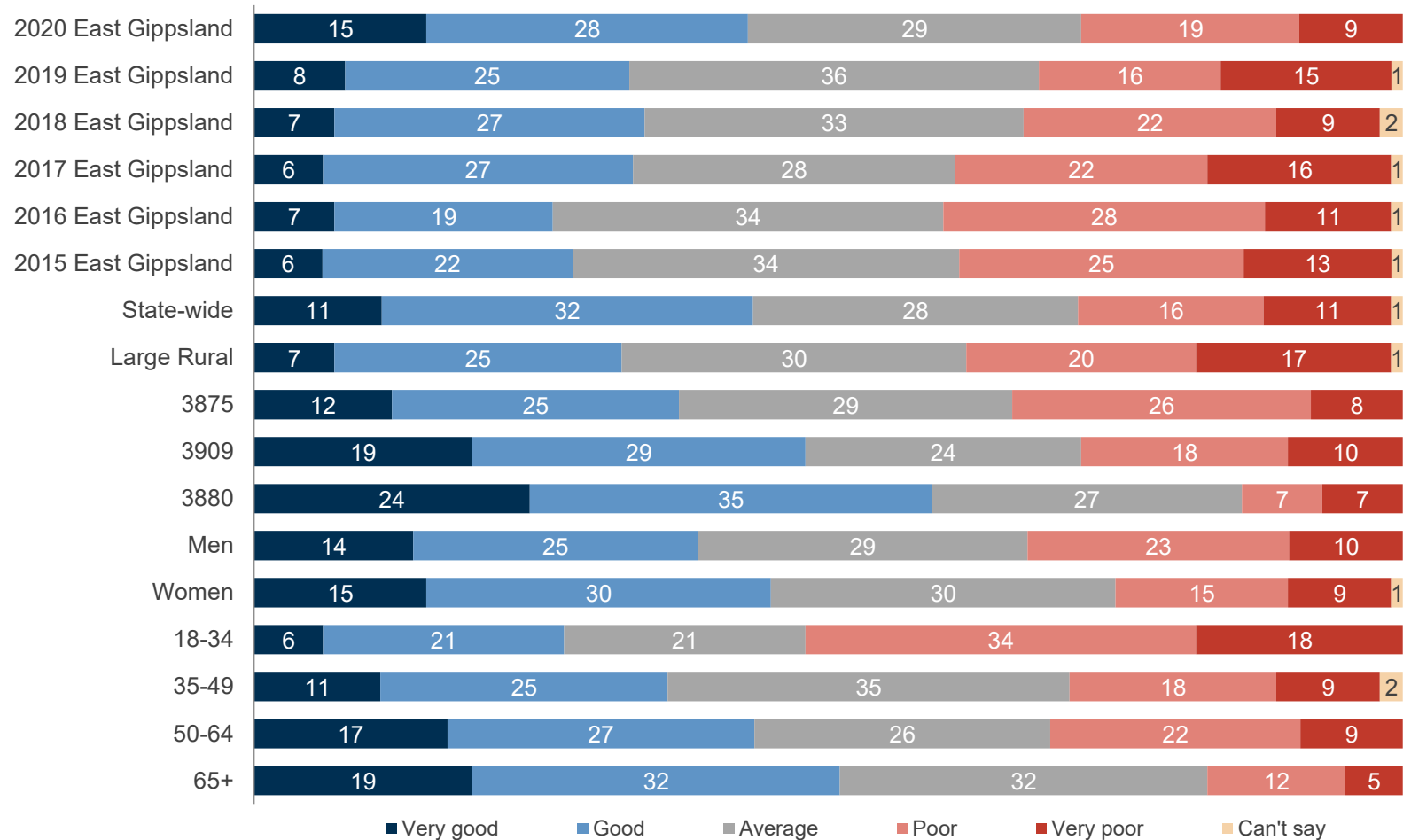
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)

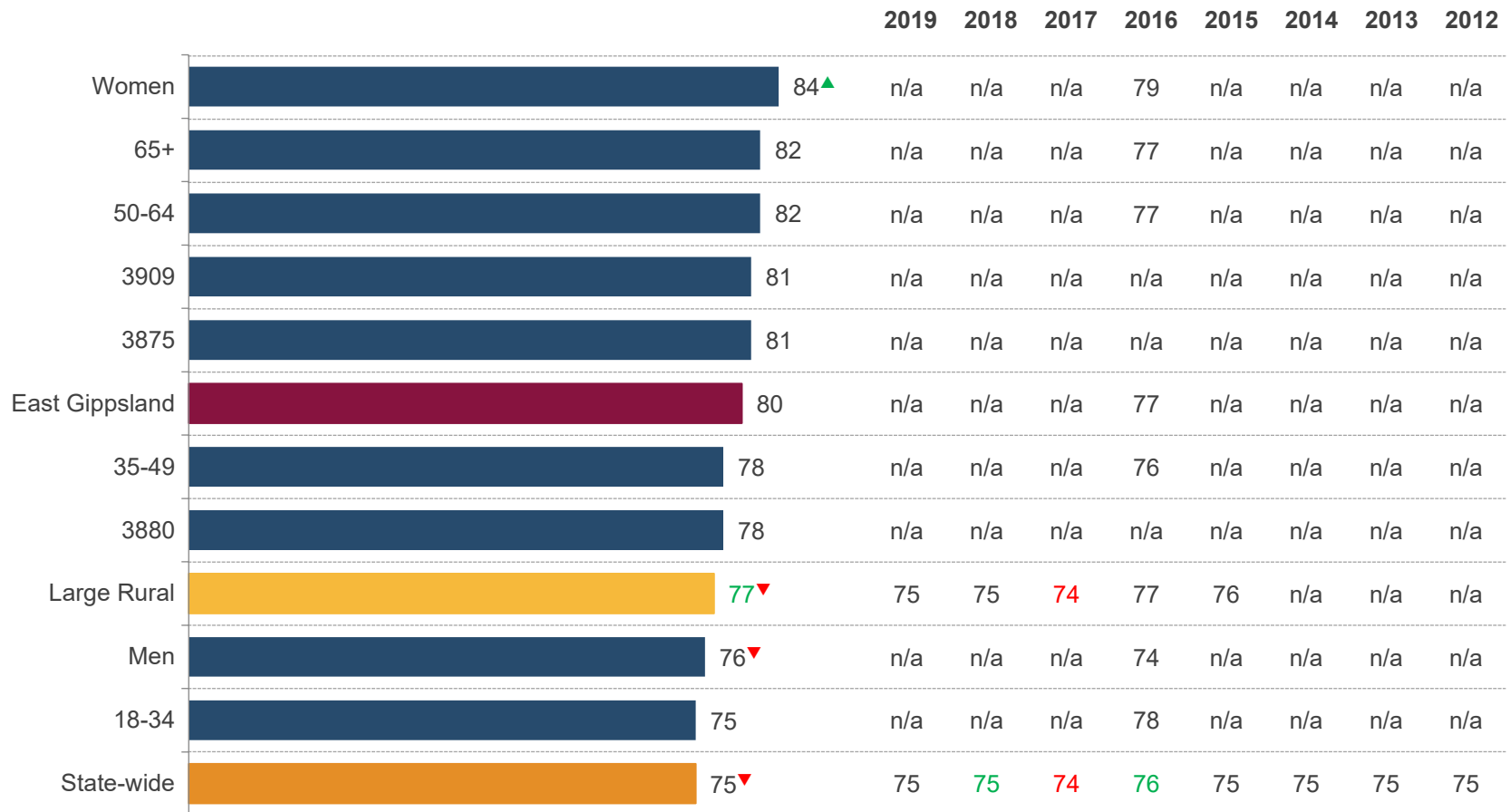




Informing the community importance



2020 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: 21 Councils asked group: 4

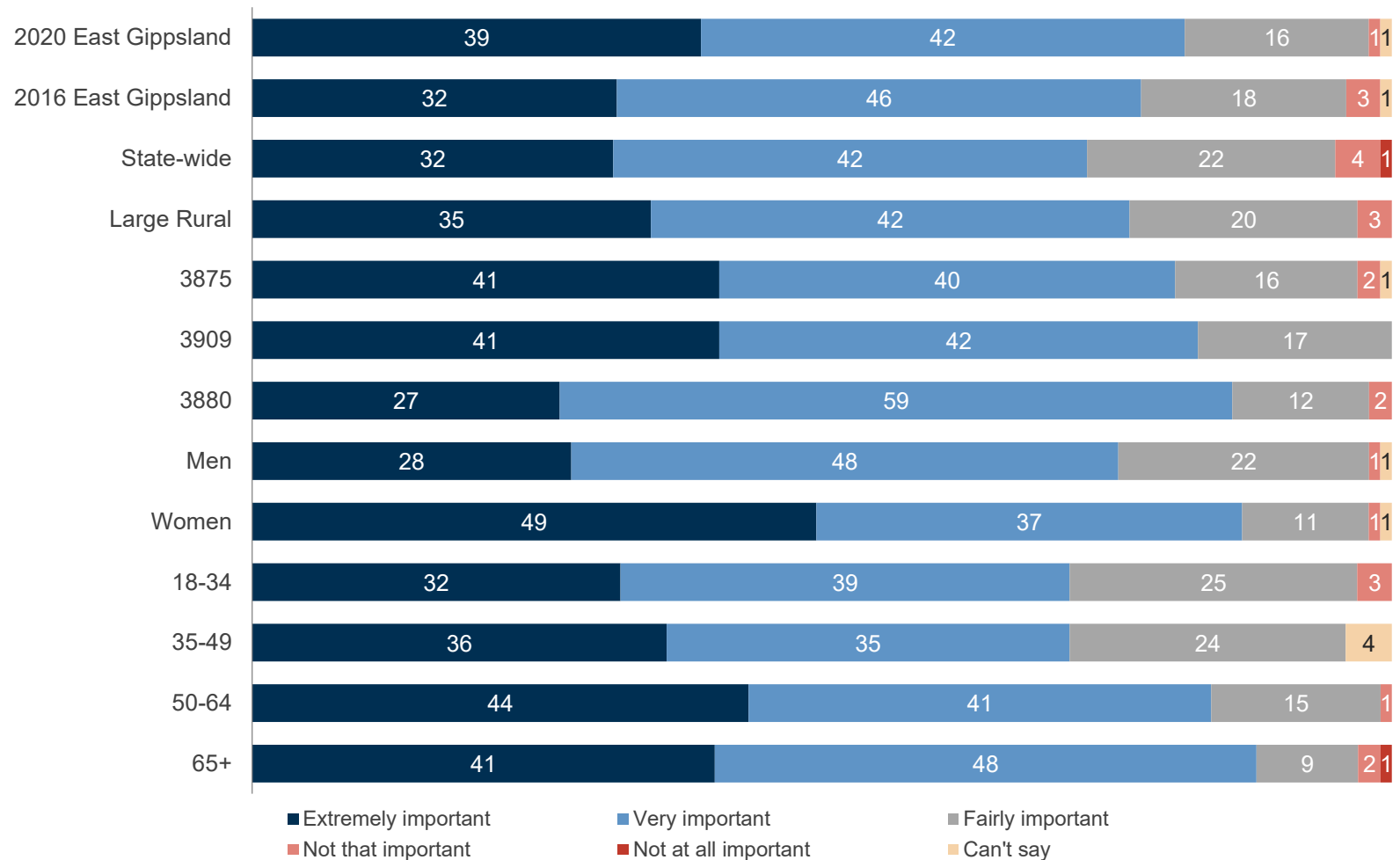
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2020 informing community importance (%)

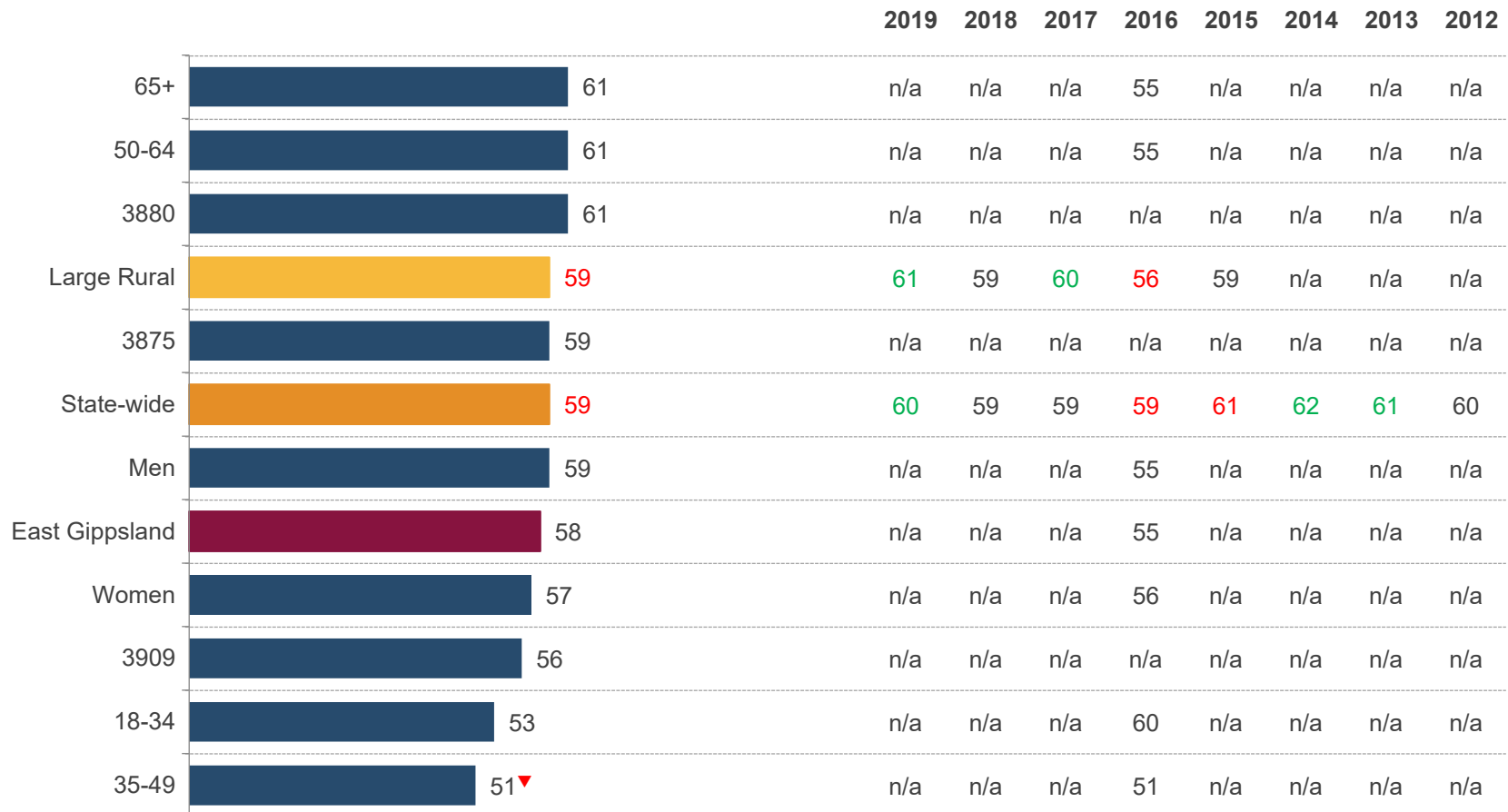




Informing the community performance



2020 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: 33 Councils asked group: 6

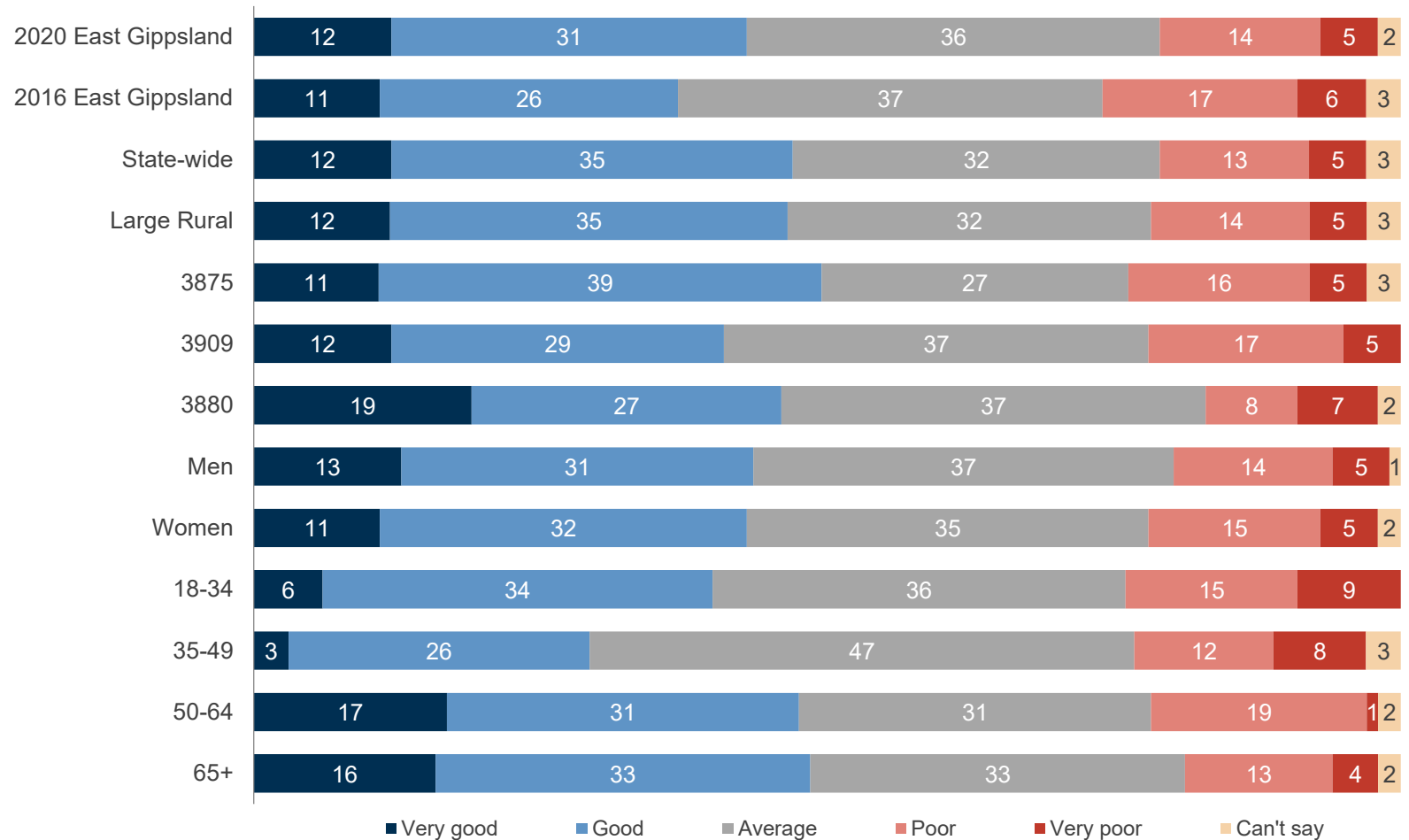
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2020 informing community performance (%)

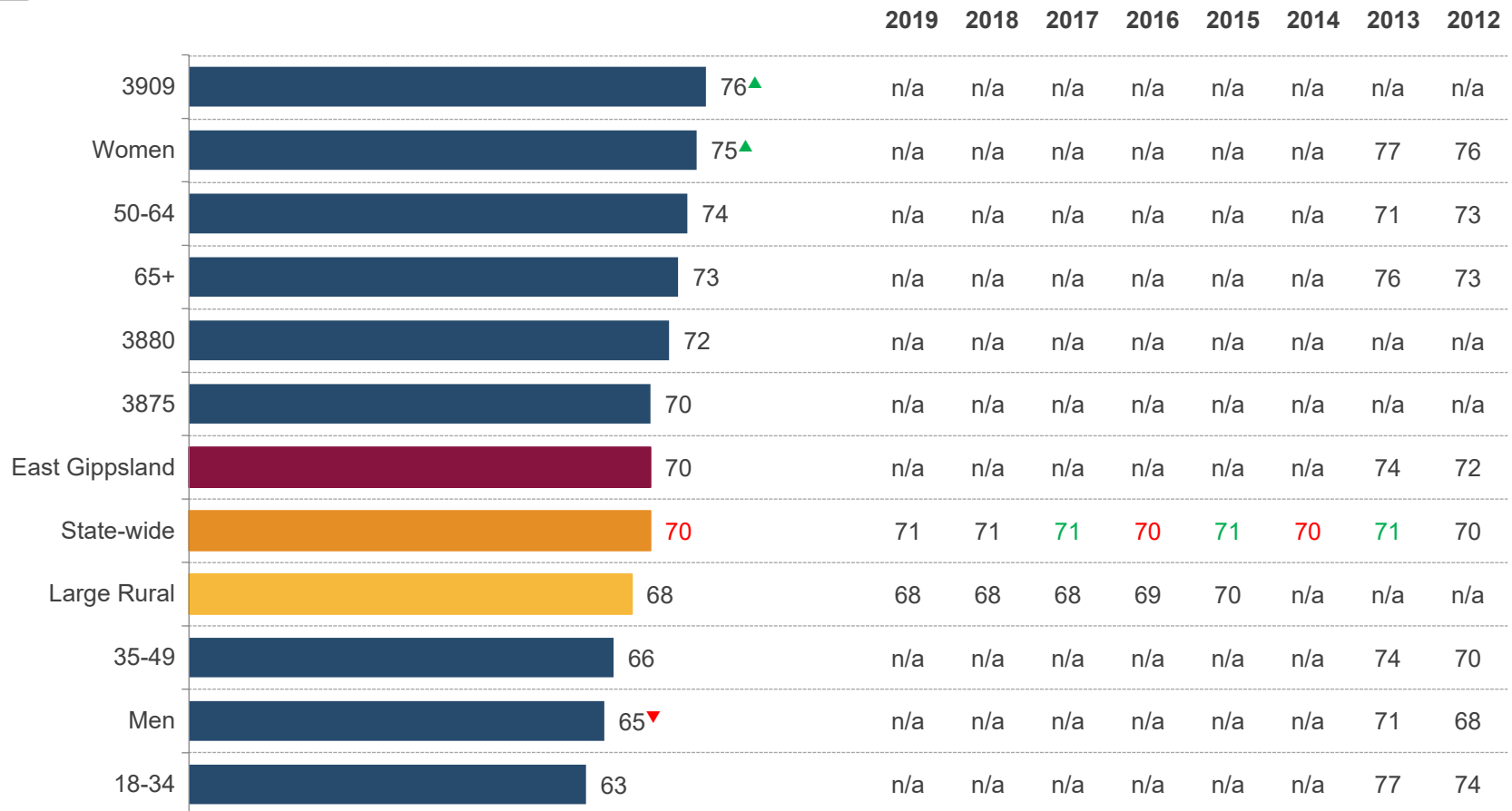




Enforcement of local laws importance



2020 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: 22 Councils asked group: 4

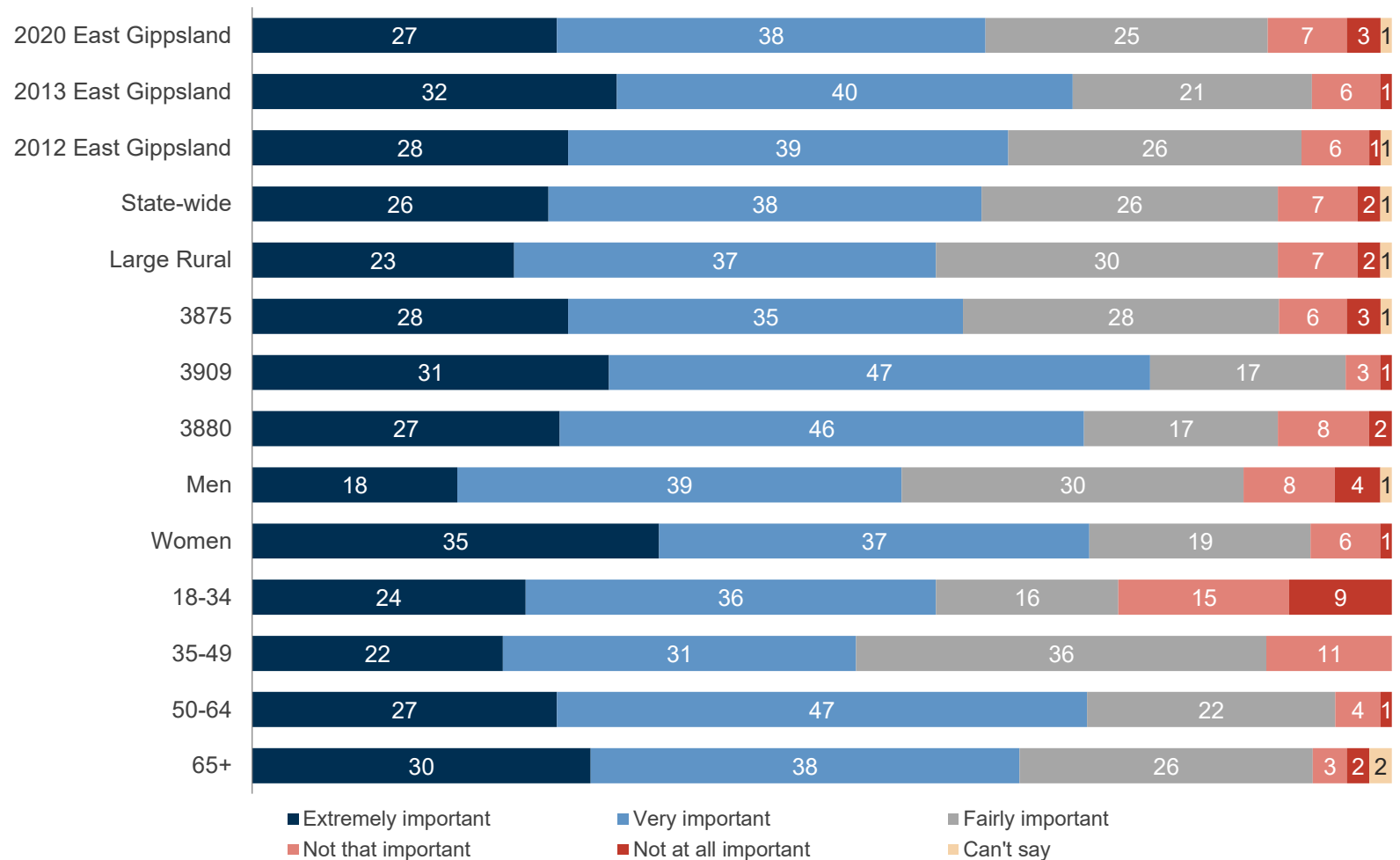
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2020 law enforcement importance (%)





Enforcement of local laws performance



2020 law enforcement performance (index scores)

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

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

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

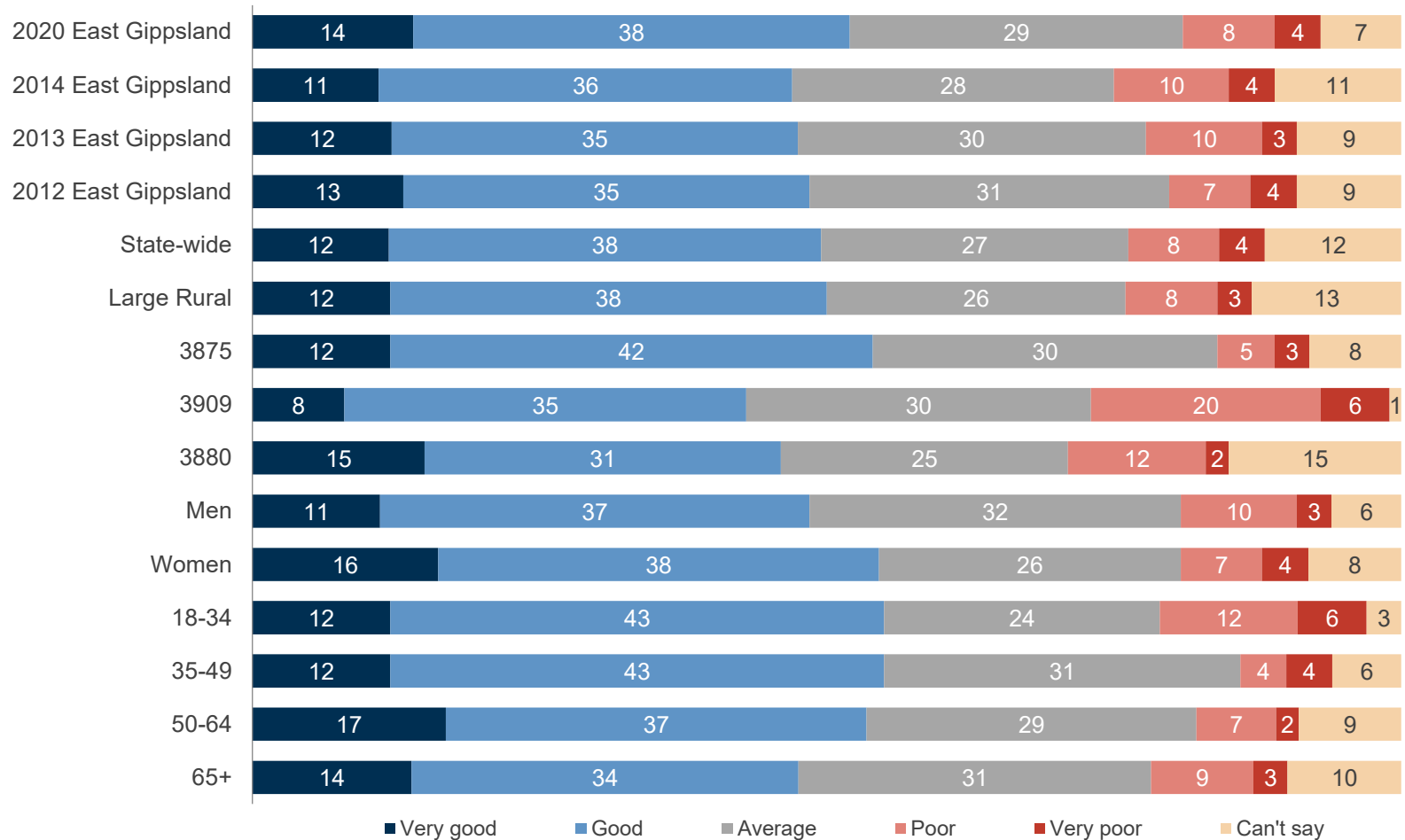
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 law enforcement performance (%)





Recreational facilities importance



2020 recreational facilities importance (index scores)

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

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

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

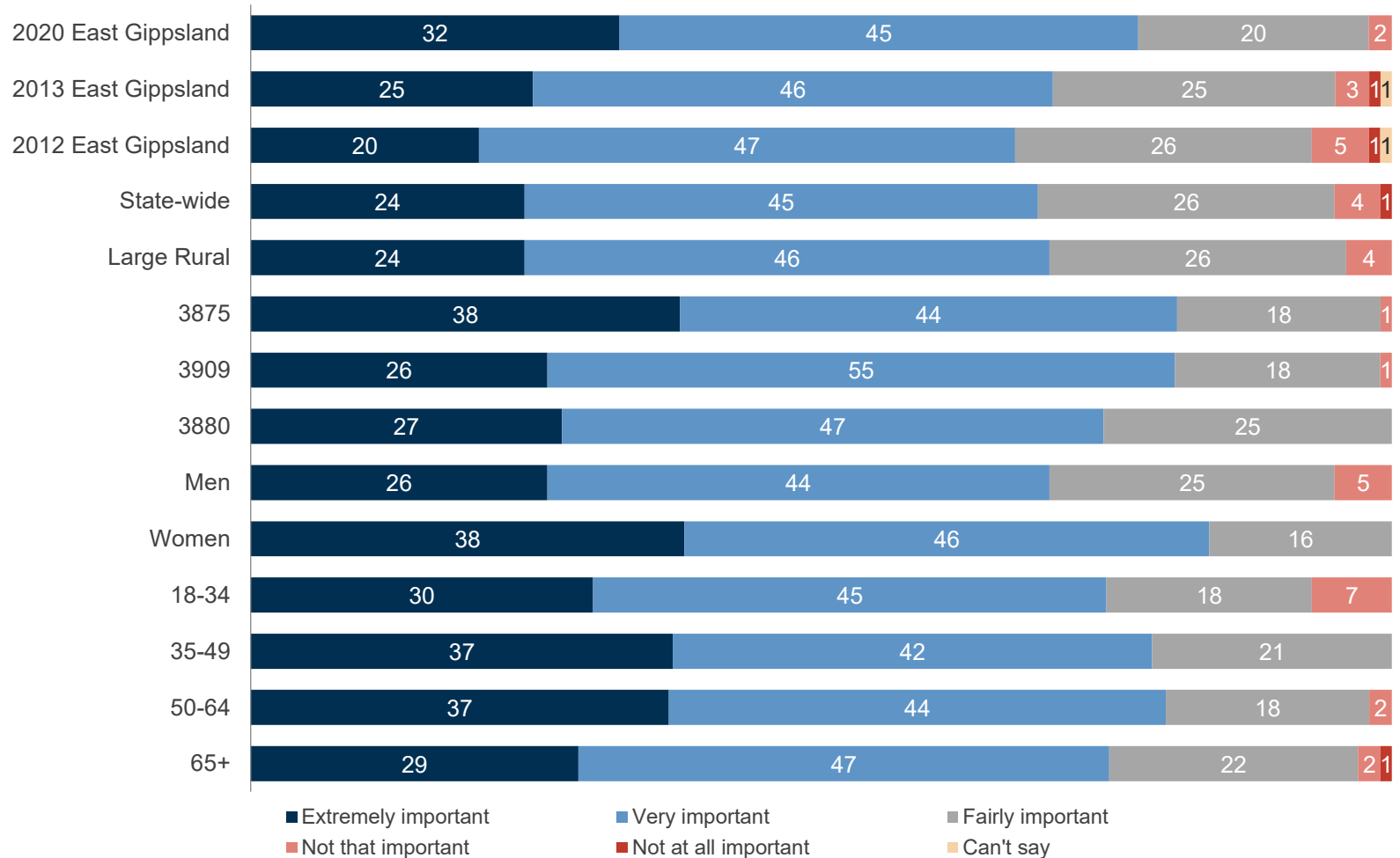
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2020 recreational facilities importance (%)

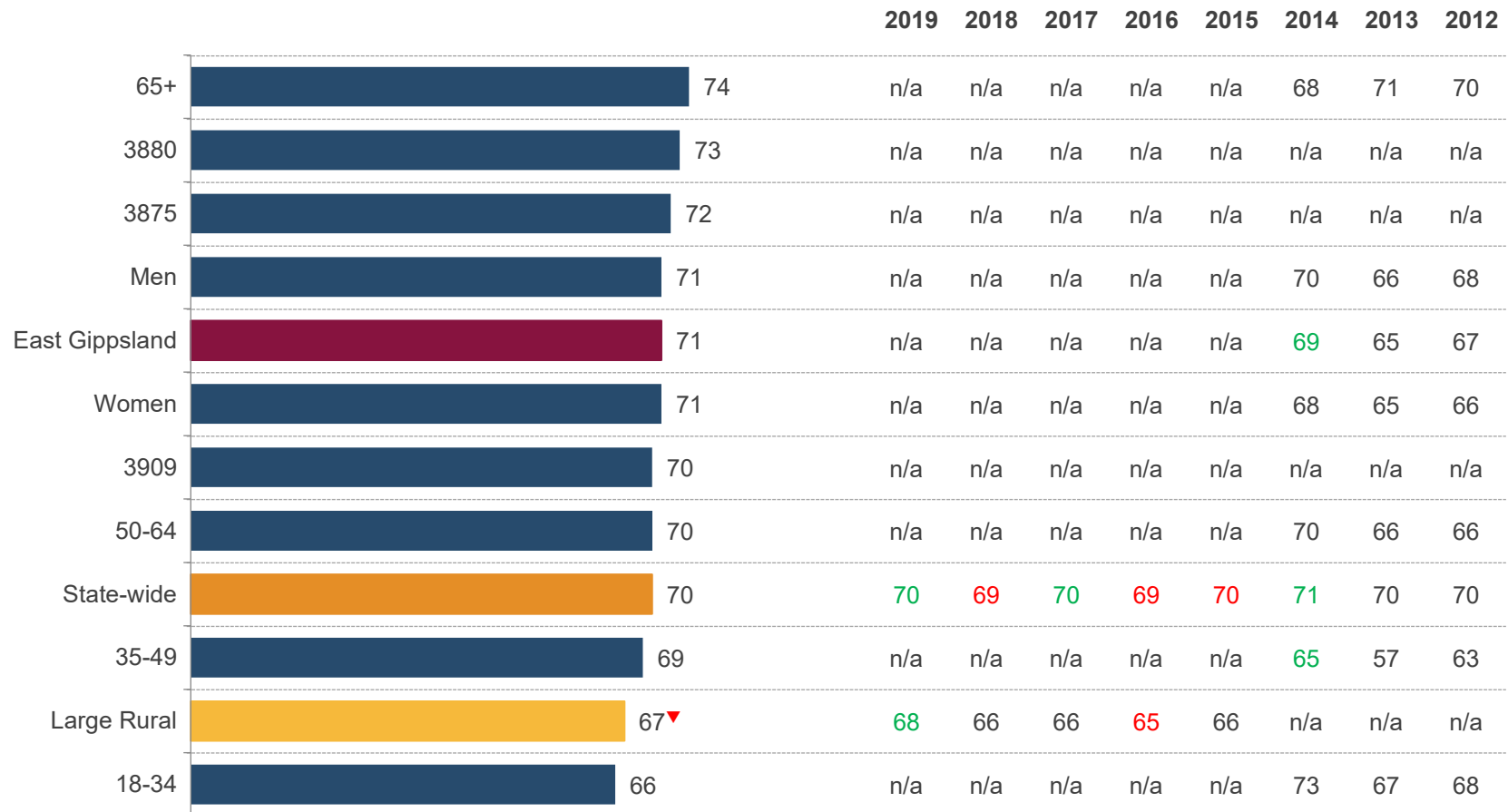




Recreational facilities performance



2020 recreational facilities performance (index scores)



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

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 9

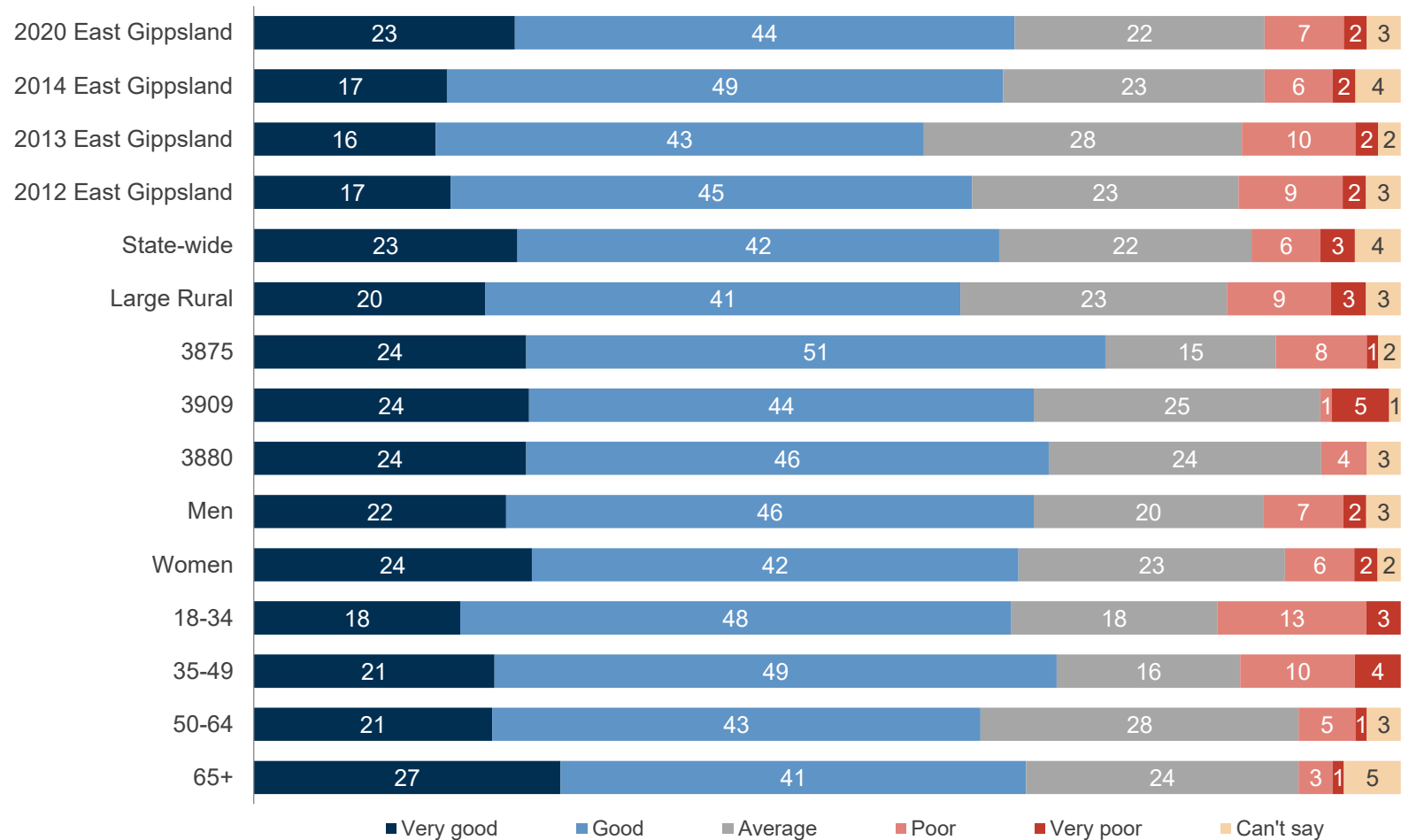
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)

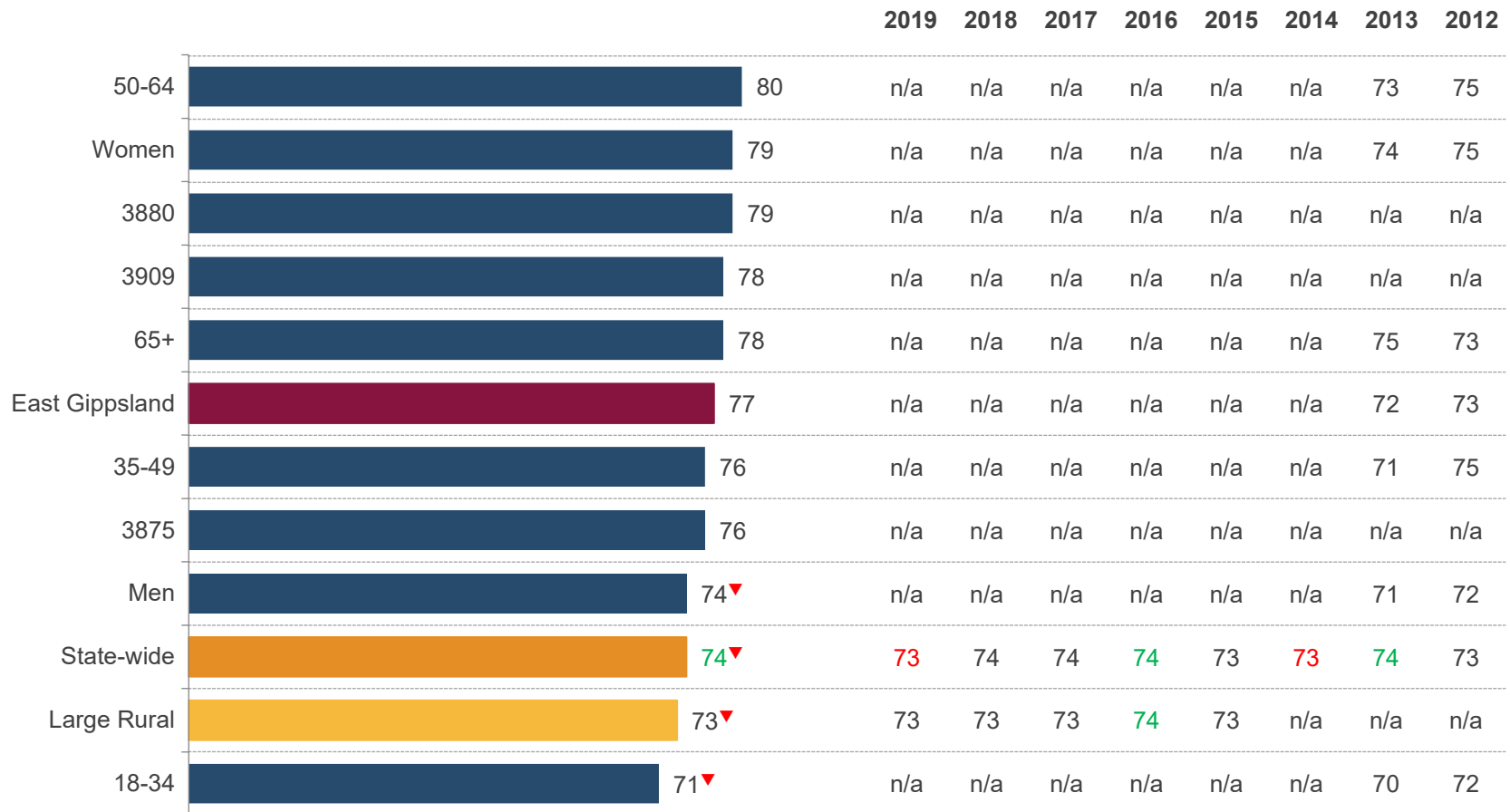




The appearance of public areas importance



2020 public areas importance (index scores)



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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 6

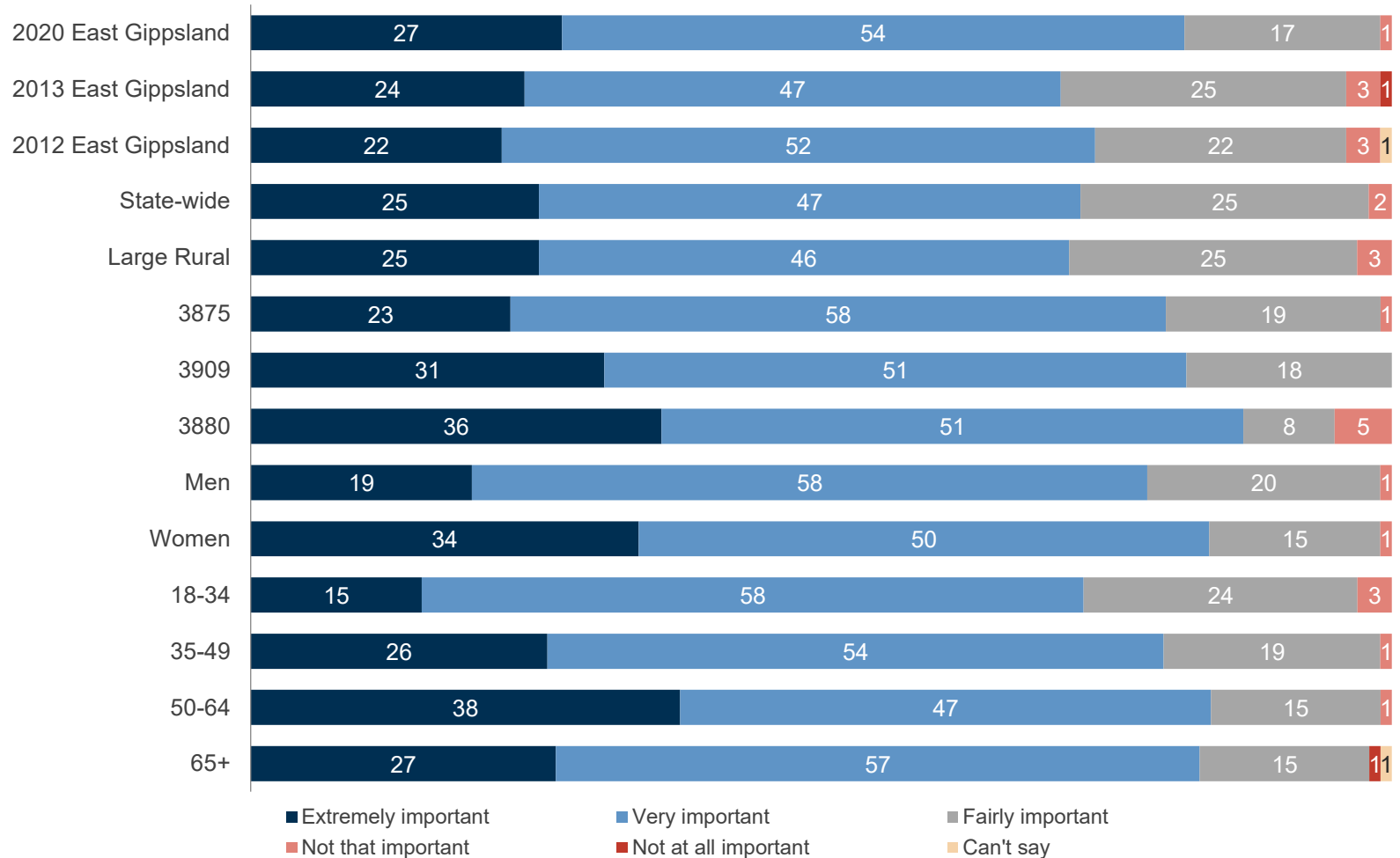
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2020 public areas importance (%)





The appearance of public areas performance



2020 public areas performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 38 Councils asked group: 8

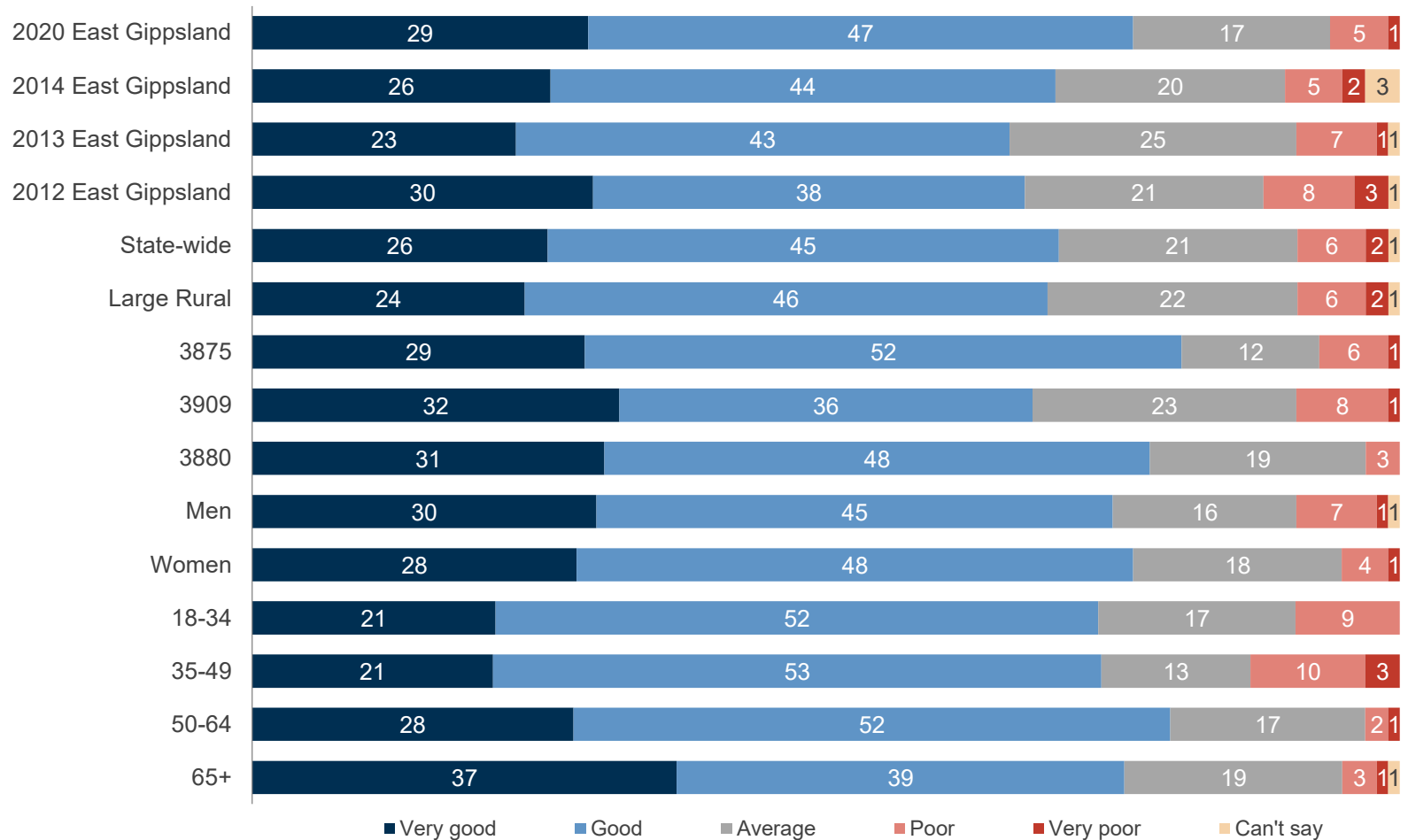
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 public areas performance (%)

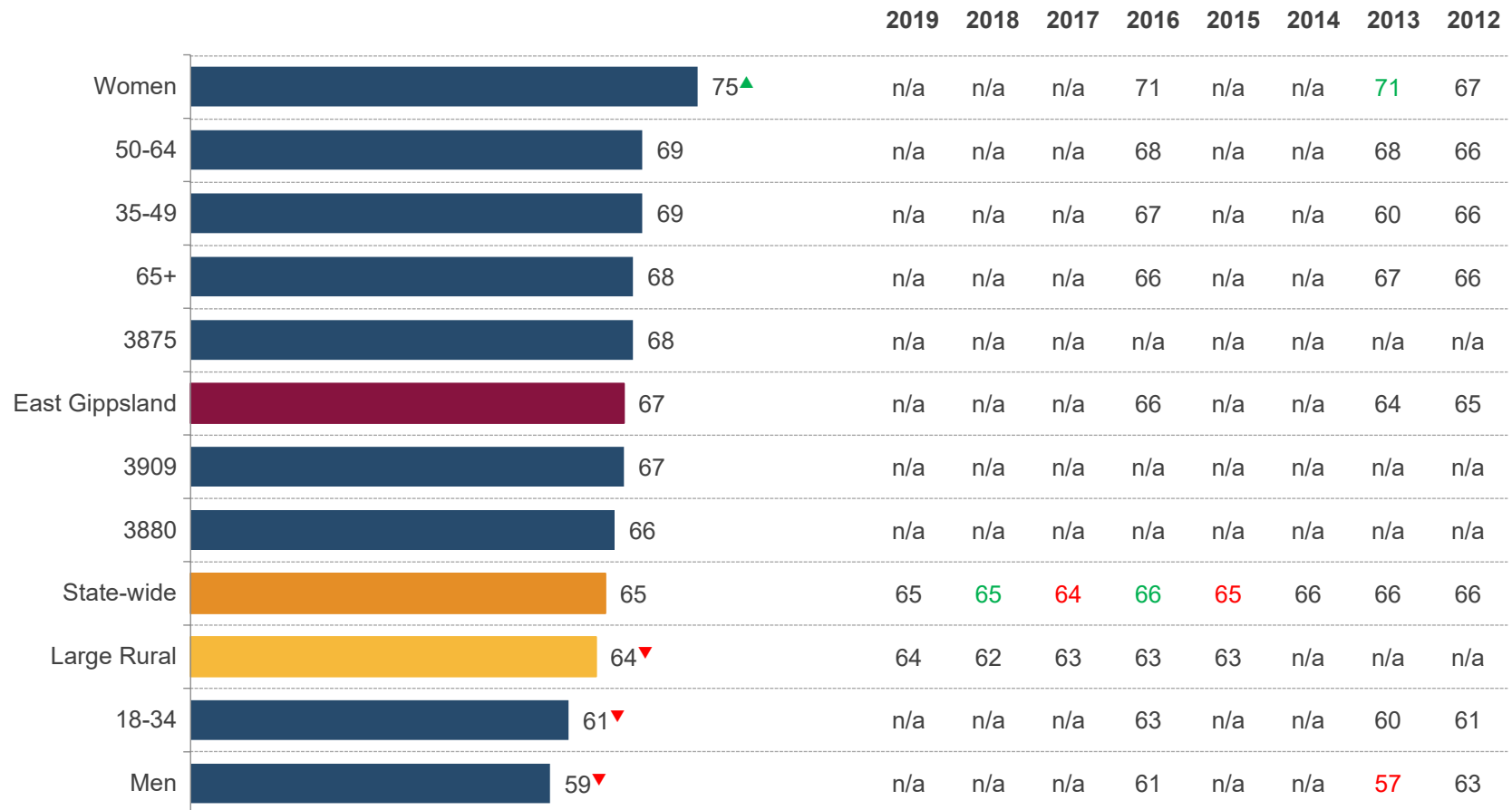




Art centres and libraries importance



2020 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: 19 Councils asked group: 2

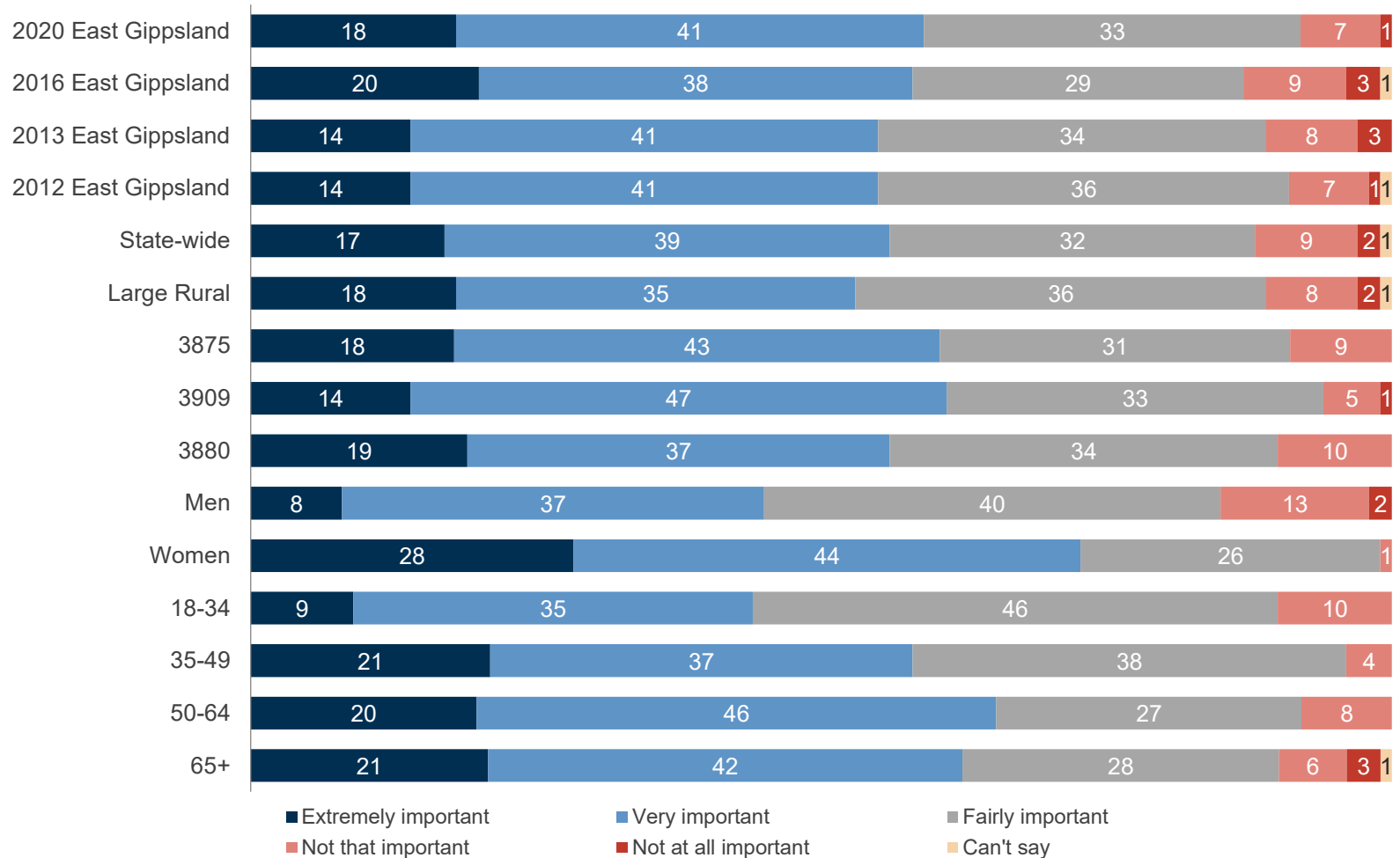
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2020 art centres and libraries importance (%)

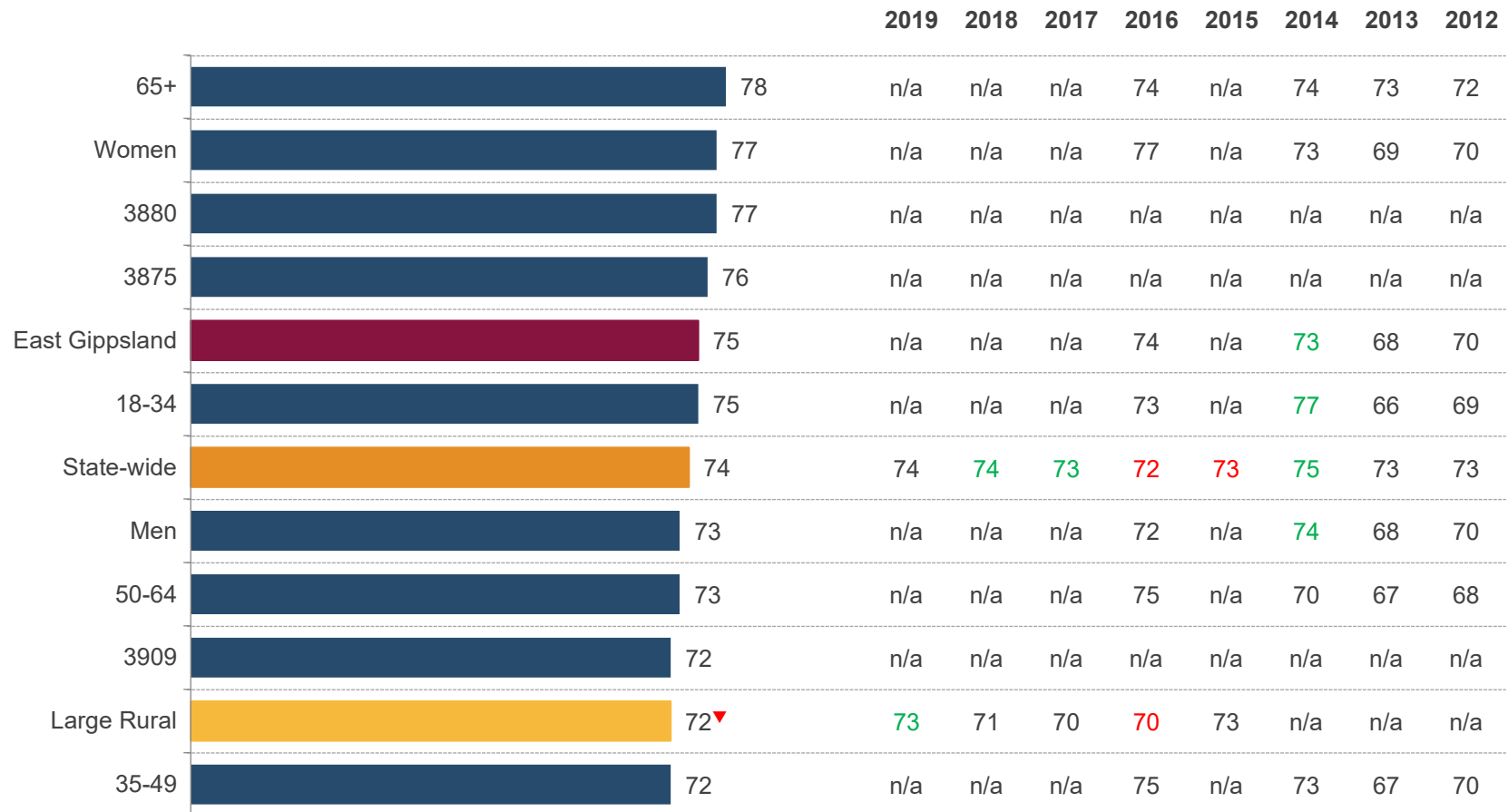




Art centres and libraries performance



2020 art centres and libraries performance (index scores)



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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5

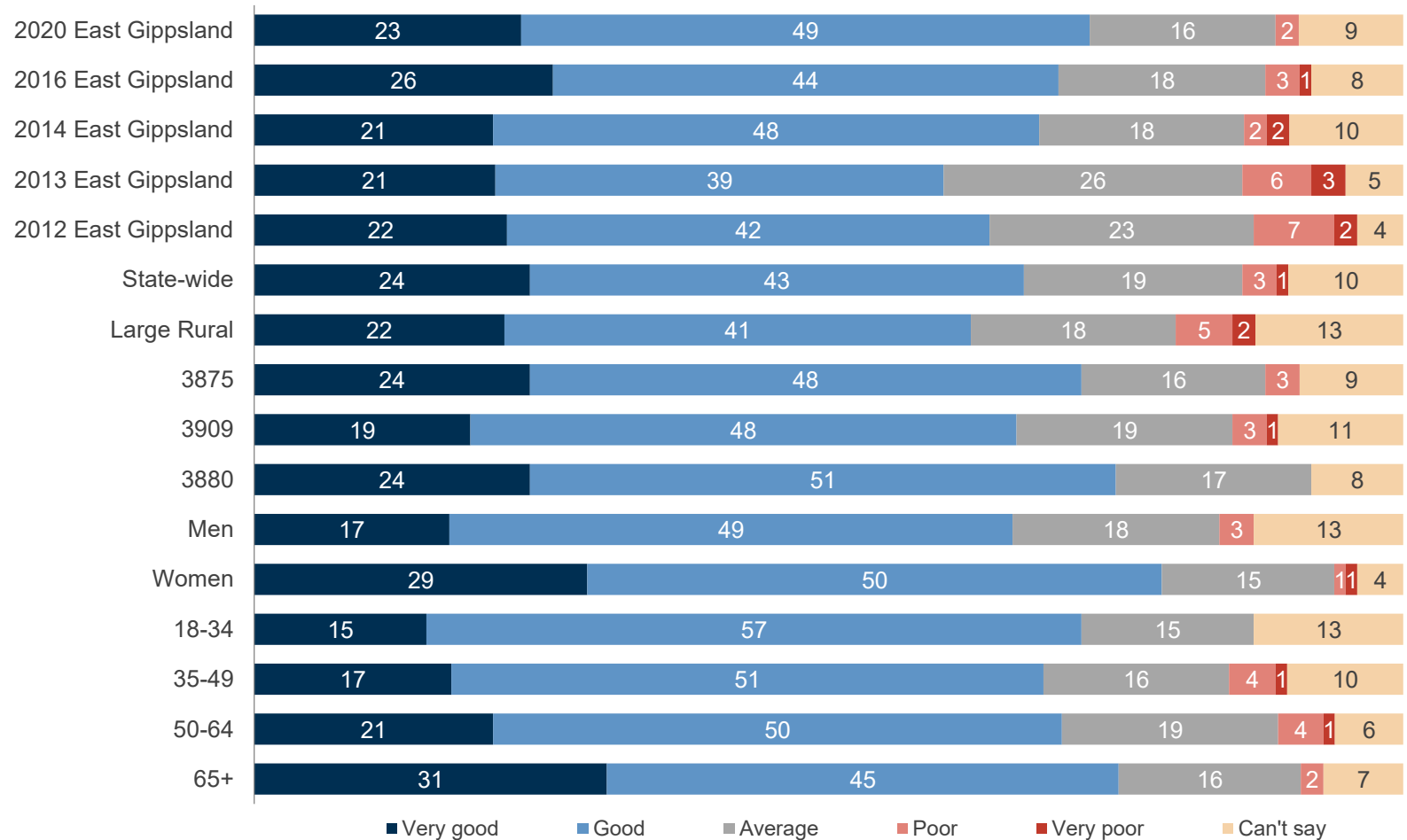
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 art centres and libraries performance (%)

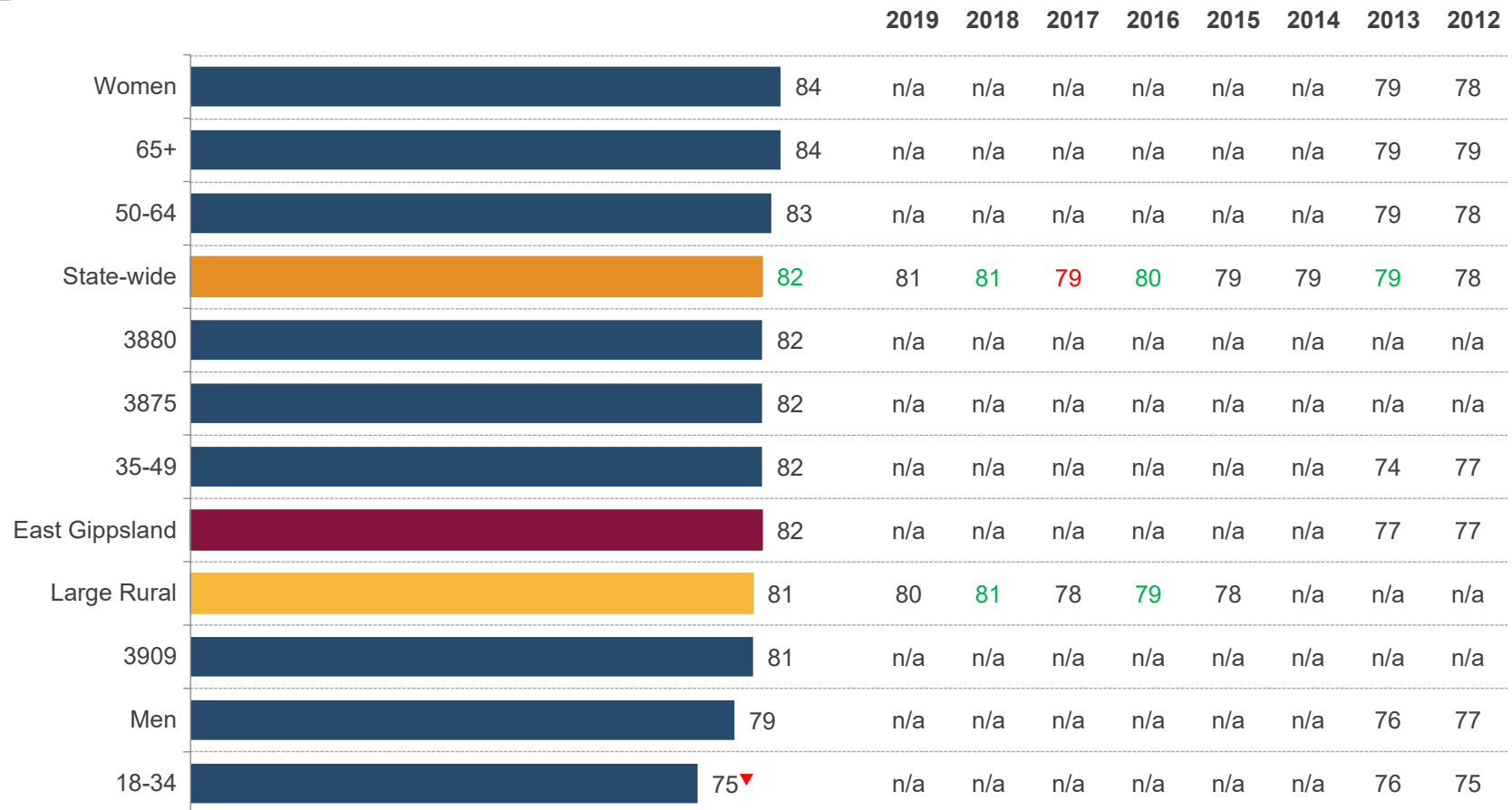




Waste management importance



2020 waste management importance (index scores)



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

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

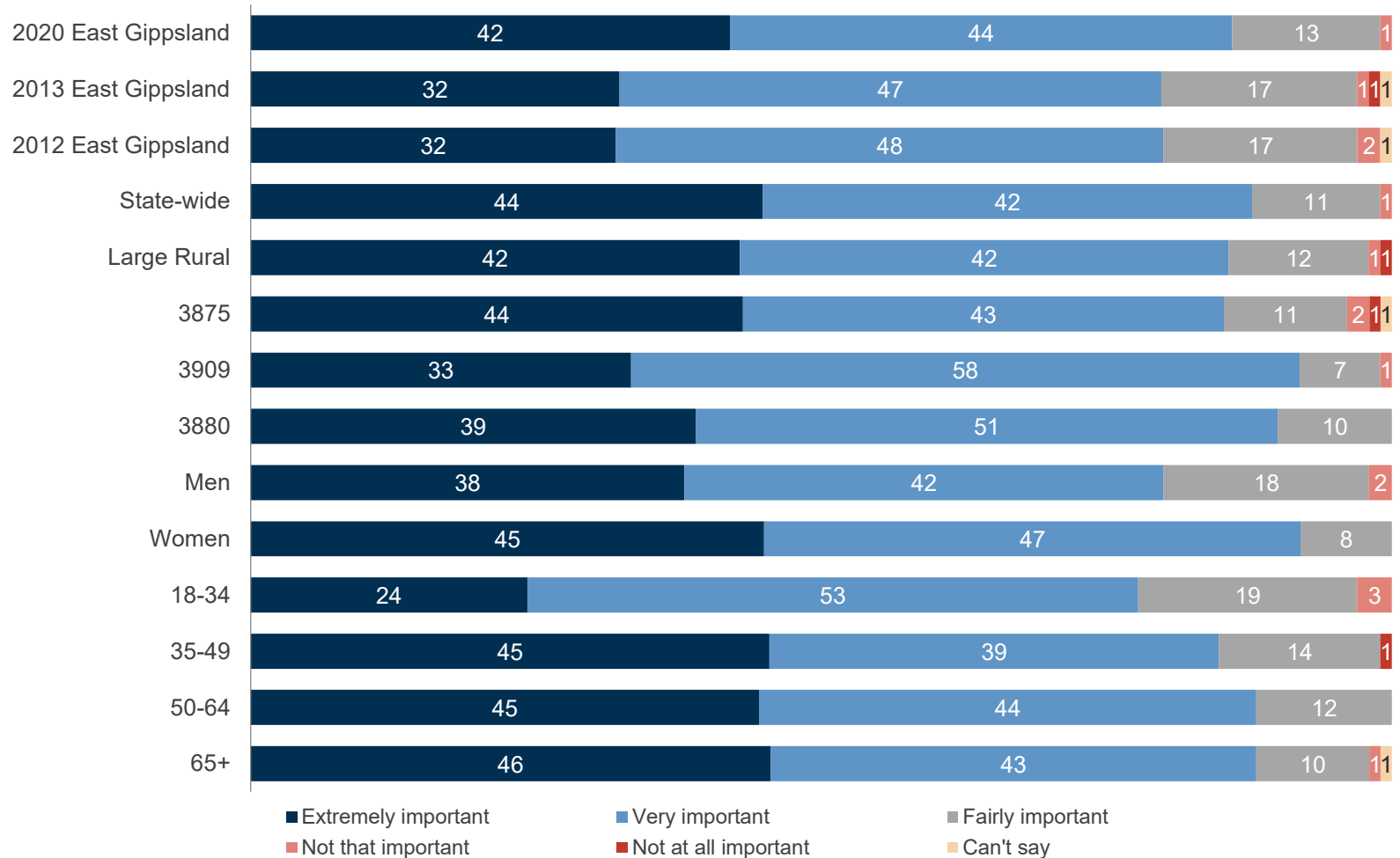
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2020 waste management importance (%)





Waste management performance



2020 waste management performance (index scores)

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

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

Base: All respondents. Councils asked state-wide: 41 Councils asked group: 9

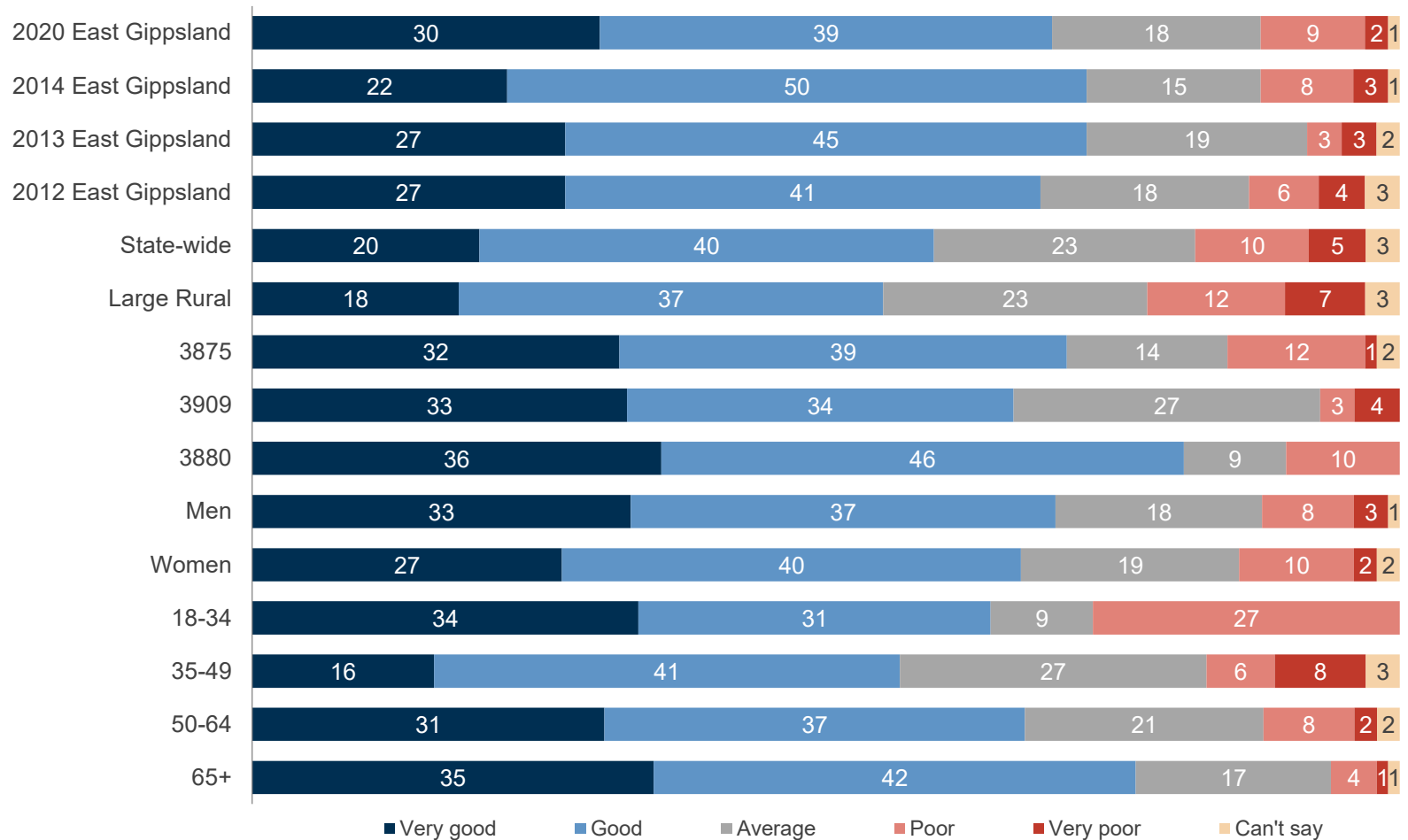
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)

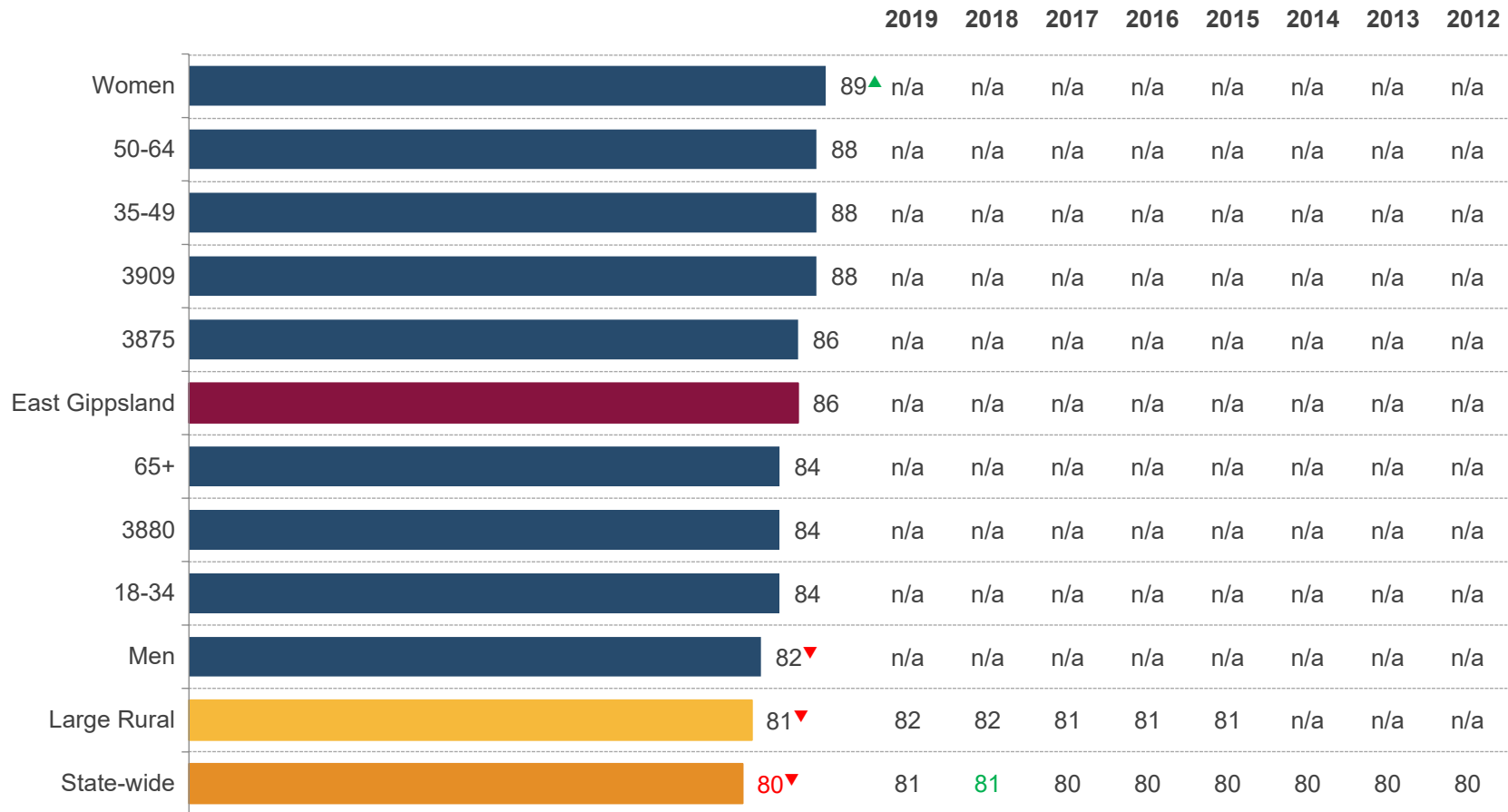




Emergency and disaster management importance



2020 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: 16 Councils asked group: 5

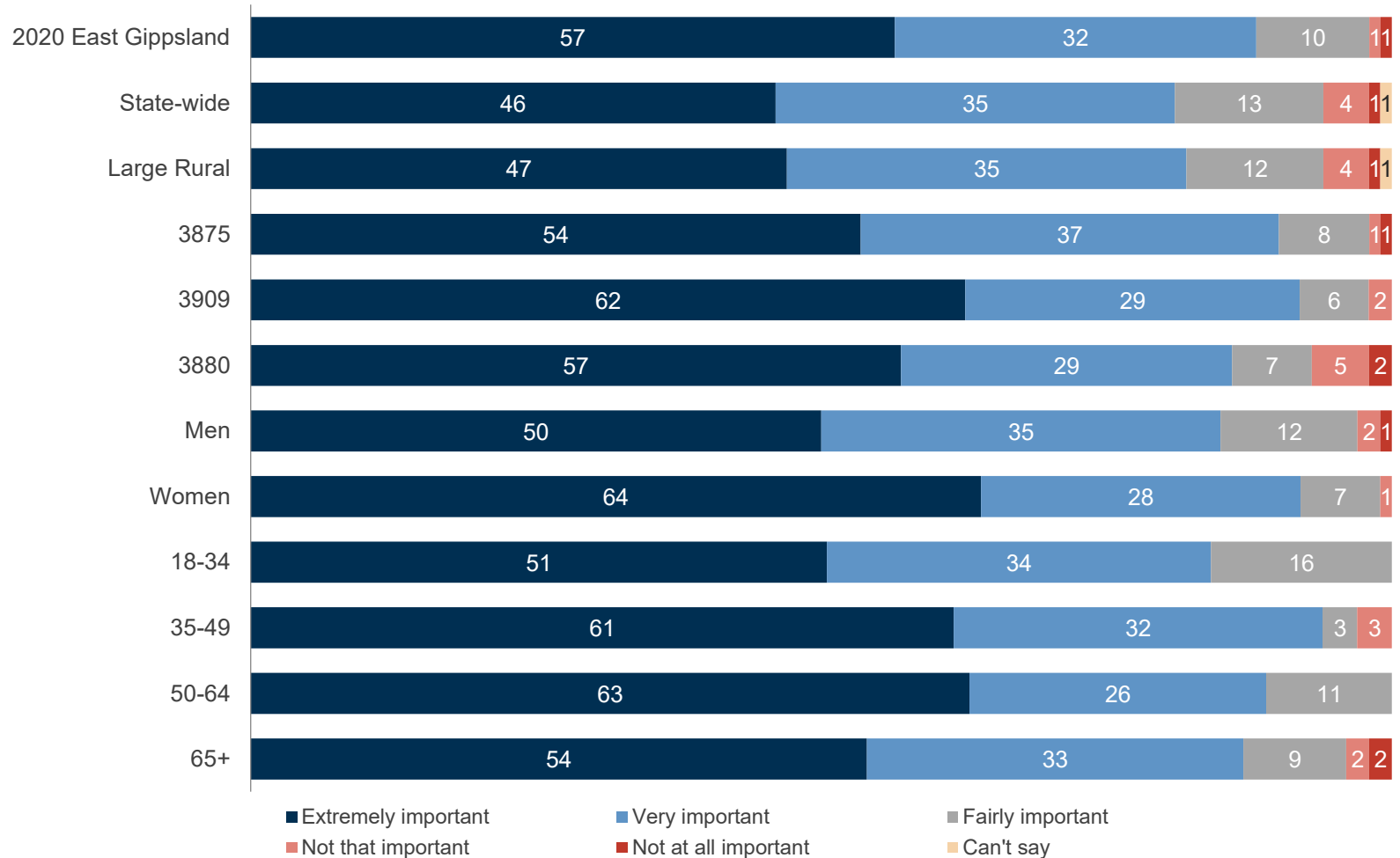
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2020 emergency and disaster management importance (%)





Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
3880	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3875	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3909	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
East Gippsland	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	69▼	72	71	70	70	71	n/a	n/a	n/a
State-wide	68▼	72	71	70	69	70	71	70	70
35-49	68	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: 23 Councils asked group: 8

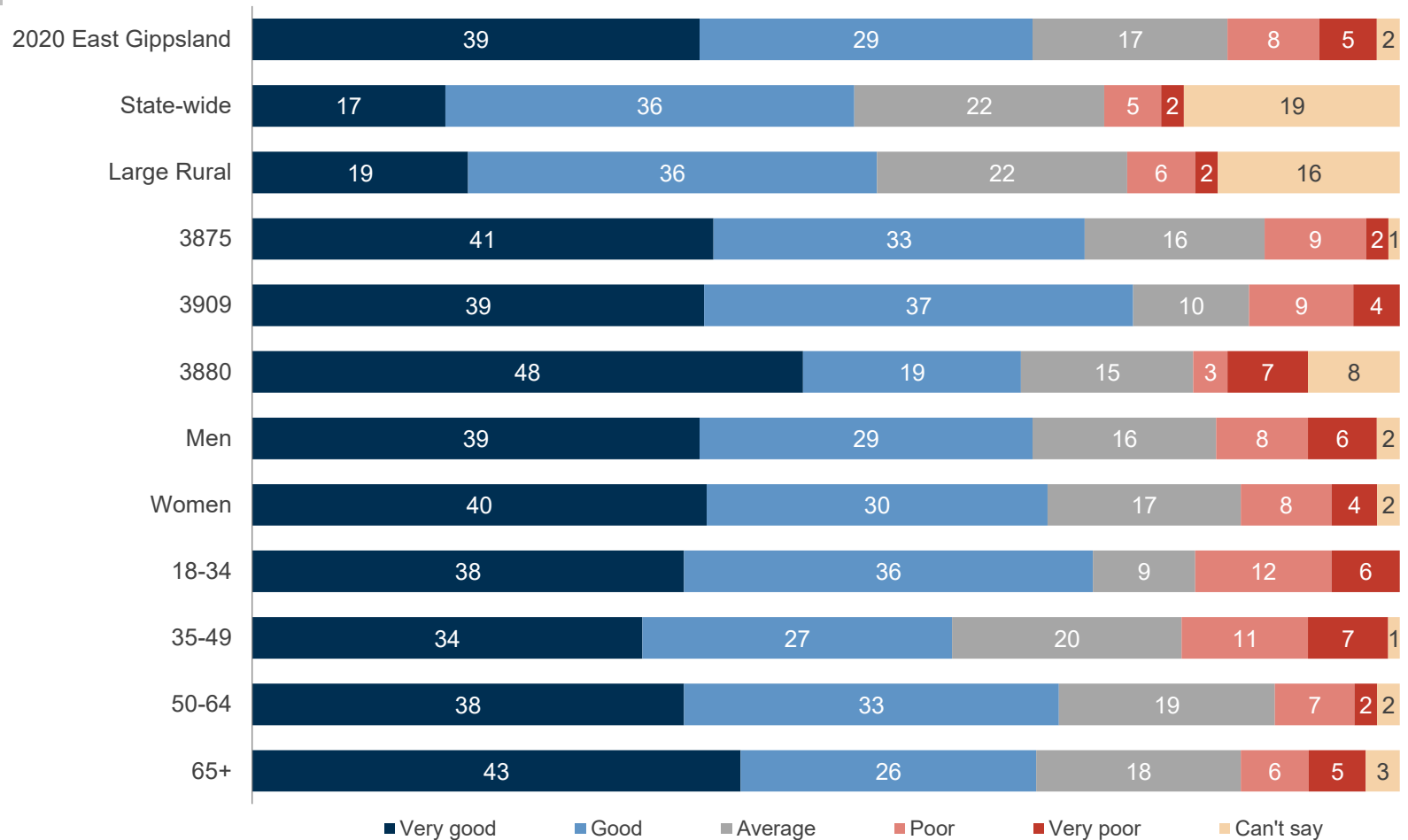
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2020 emergency and disaster management performance (%)



A large, stylized, dark blue 'W' graphic that spans the right side of the page. Inside the 'W', there is a blurred image of a crowd of people, possibly at a sporting event or a public gathering. The background of the entire page is white.

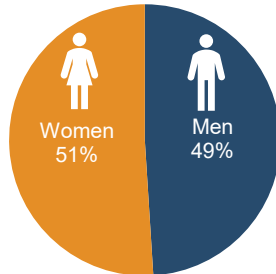
Detailed demographics



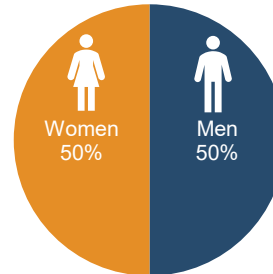
Gender and age profile

2020 gender

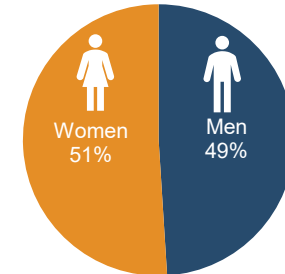
East Gippsland



Large Rural

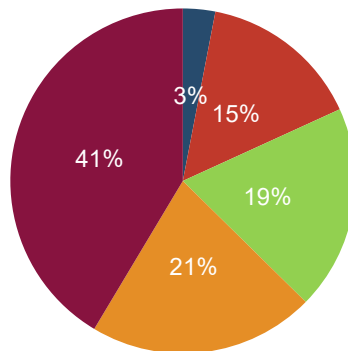


State-wide

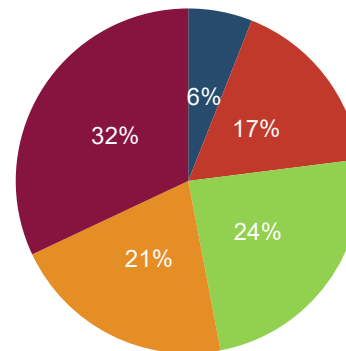


2020 age

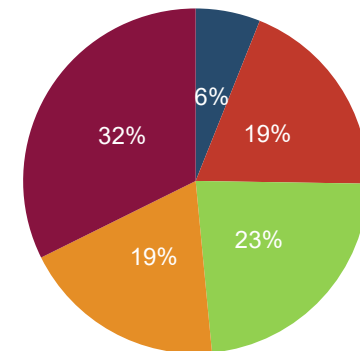
East Gippsland



Large Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

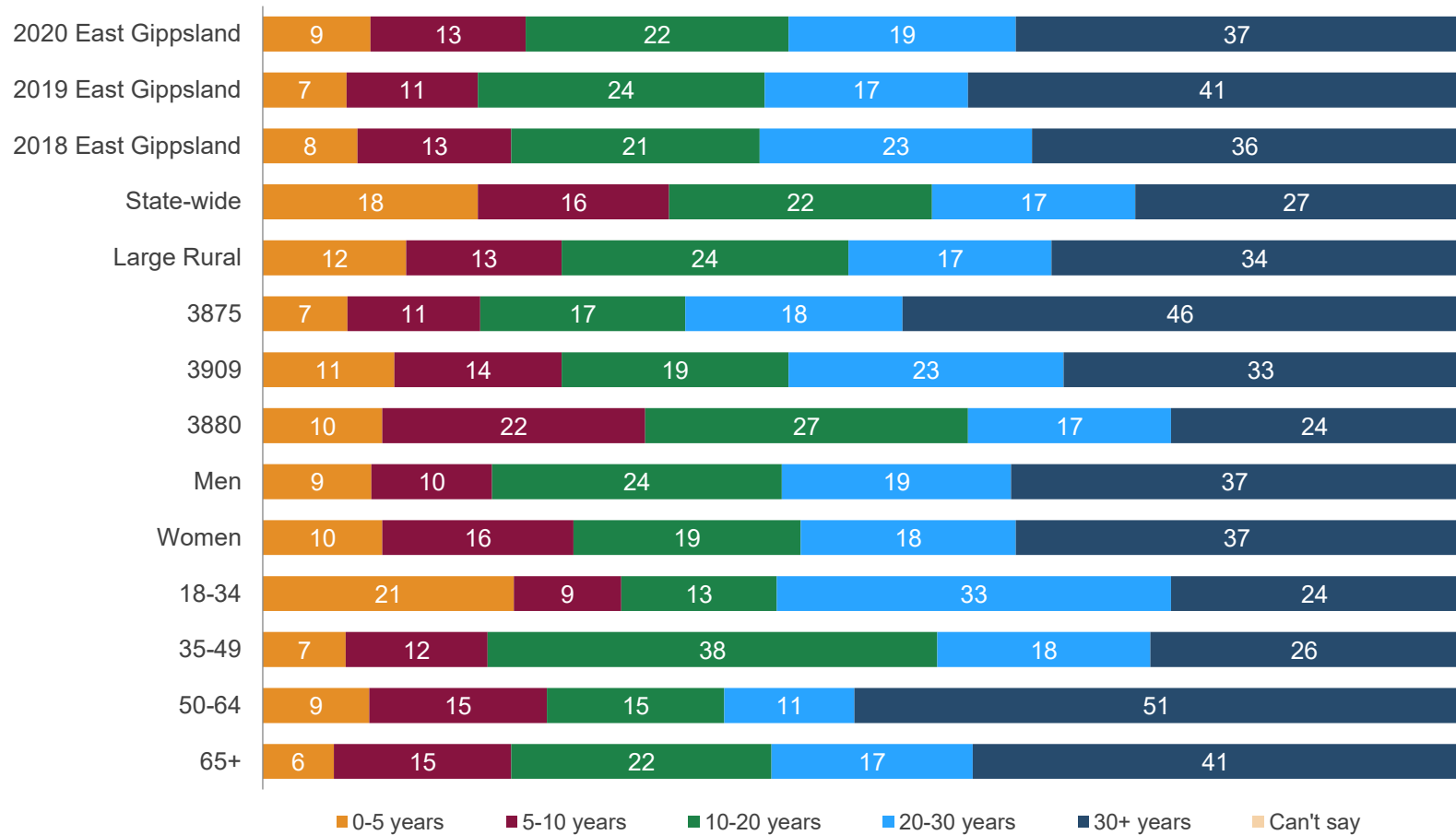
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 17

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

2020 years lived in area (%)





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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey for East Gippsland Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 37,690 people aged 18 years or over for East Gippsland Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
East Gippsland Shire Council	400	400	+/-4.9
Men	185	196	+/-7.2
Women	215	204	+/-6.7
3875	153	163	+/-7.9
3909	67	66	+/-12.1
3880	56	49	+/-13.2
18-34 years	33	75	+/-17.3
35-49 years	67	75	+/-12.1
50-64 years	101	84	+/-9.8
65+ years	199	166	+/-6.9



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:

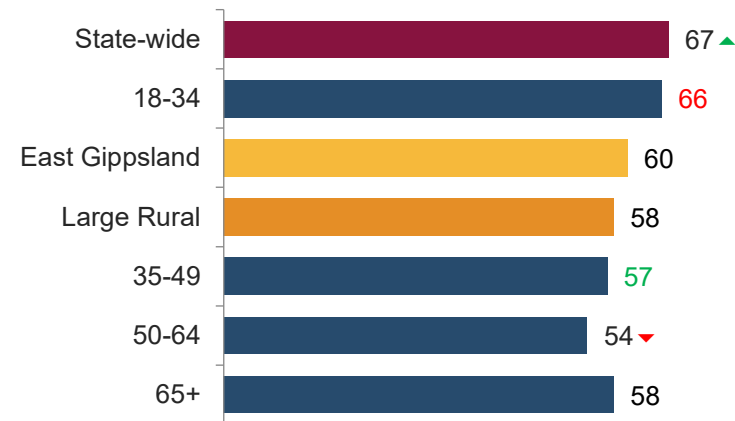
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

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 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**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 2020 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 2020 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 12th June – 14th June.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=410 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

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

A total of n=400 completed interviews were achieved in East Gippsland Shire Council. Survey fieldwork was conducted in the period of 12th June – 14th June, 2020. Interviewing within the East Gippsland Shire Council area was delayed due to sensitivities associated with bushfires. The main survey took place in line with previous years.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 64 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 2012-2020 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, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for East Gippsland Shire Council for this 2020 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. Given the delay in interviewing for 2020 due to bushfire sensitivity, the East Gippsland Shire Council results could not be incorporated into these state-wide and group averages. 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 2012-2020 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 2020 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2020 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 2020 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:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/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: 2020 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.

Statewide 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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