

# **2020 Local Government Community Satisfaction Survey**

## **Loddon Shire Council**

Coordinated by the Department of  
Environment, Land, Water and Planning  
on behalf of Victorian councils





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## Background and objectives

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**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.



**Key findings and  
recommendations**



# Loddon Shire Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Loddon 61



State-wide 58



Small Rural 56

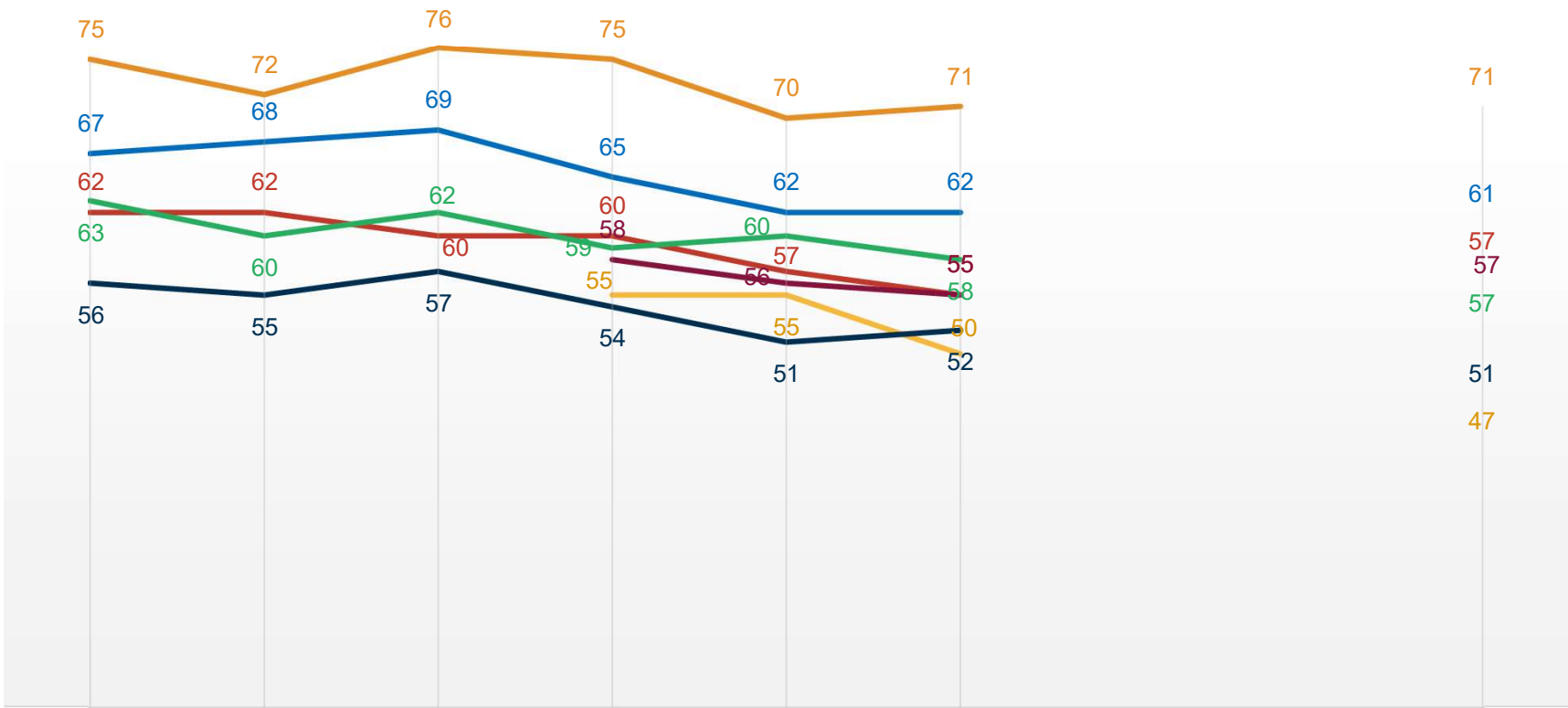
## Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none"> <li>Community decisions</li> <li>Lobbying</li> <li>Waste management</li> </ul>	<ul style="list-style-type: none"> <li>Sealed local roads</li> <li>Local streets &amp; footpaths</li> <li>Emergency &amp; disaster mngt</li> </ul>
Compared to group average	<ul style="list-style-type: none"> <li>Waste management</li> <li>Community decisions</li> <li>Lobbying</li> </ul>	<ul style="list-style-type: none"> <li>Local streets &amp; footpaths</li> <li>Emergency &amp; disaster mngt</li> <li>Elderly support services</li> </ul>



# Summary of core measures

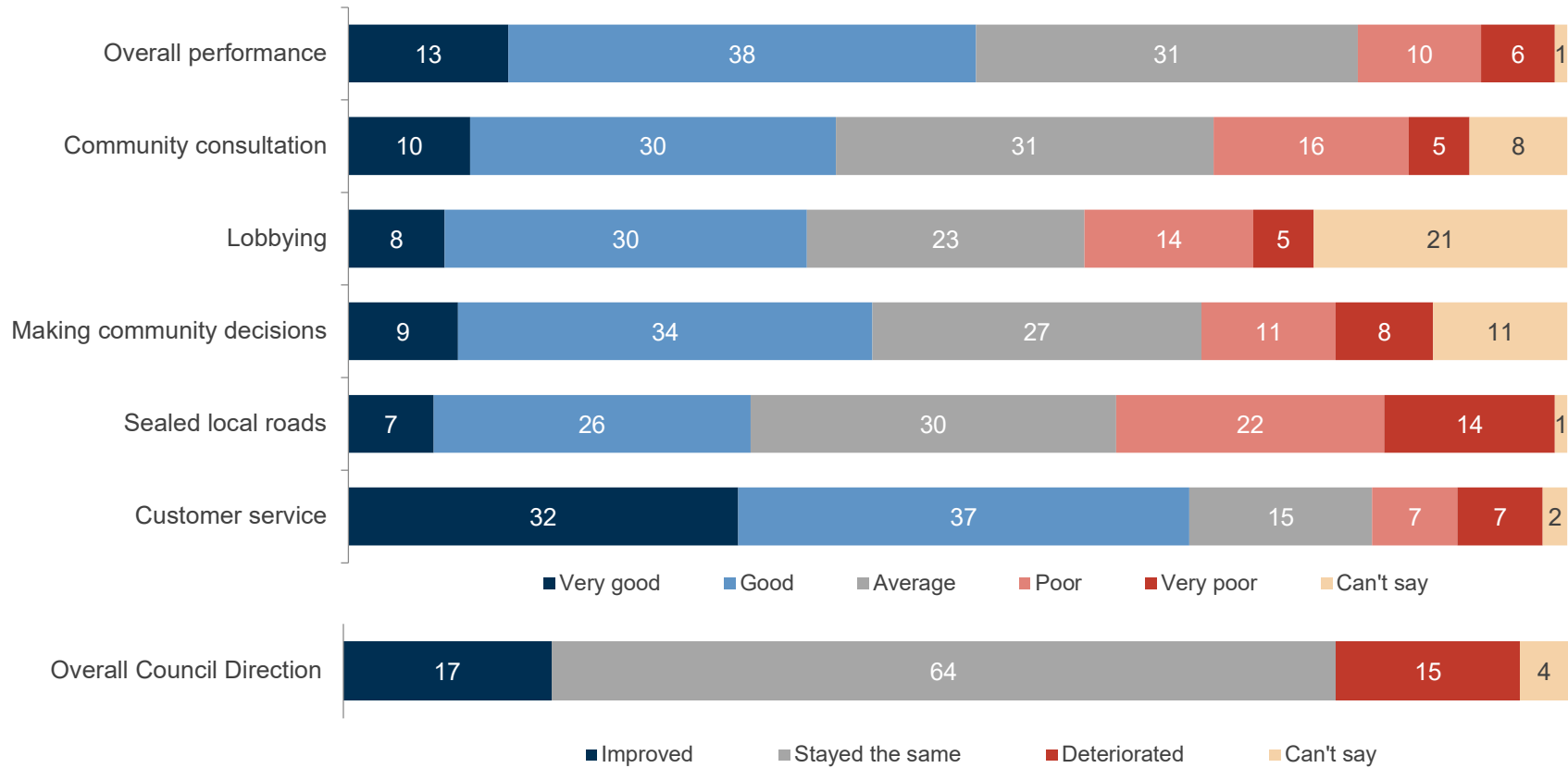
Index scores















# Summary of core measures

Core measures summary results (%)





## Summary of Loddon Shire Council performance










Services	Loddon 2020	Loddon 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	61	-	56	58	Wedderburn residents	Aged 35-49 years
 Overall council direction	51	-	50	51	Aged 18-34 years	Aged 35-49 years
 Customer service	71	-	70	70	Wedderburn residents	Aged 35-49 years
 Appearance of public areas	72	-	72	72	Wedderburn residents	Aged 18-34 years, Inglewood/Tarnagulla residents
 Recreational facilities	70	-	68	70	Aged 65+ years	Aged 18-34 years
 Waste management	69	-	64	65	Aged 65+ years	Aged 35-49 years
 Elderly support services	66	-	71	68	Aged 65+ years	Aged 18-34 years
 Enforcement of local laws	65	-	62	63	Aged 65+ years	Aged 18-34 years
 Family support services	65	-	66	66	Aged 65+ years	Aged 18-34 years
 Emergency & disaster mngt	65	-	70	68	Wedderburn residents	Aged 50-64 years, Men

Significantly higher / lower than Loddon Shire Council 2020 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences and index scores.





## Summary of Loddon Shire Council performance

Services	Loddon 2020	Loddon 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
 Informing the community	62	-	58	59	Women	Aged 35-49 years
 Consultation & engagement	57	-	54	55	Wedderburn residents	Inglewood/ Tarnagulla residents
 Lobbying	57	-	52	53	Wedderburn residents	Aged 35-49 years
 Community decisions	57	-	53	53	Boort/Terrick residents, Aged 65 years	Inglewood/ Tarnagulla residents
 Town planning policy	55	-	50	54	Aged 18-34 years	Aged 35-49 years
 Local streets & footpaths	52	-	57	58	Wedderburn residents	Aged 18-34 years
 Building & planning permits	49	-	46	51	Aged 18-34 years	Aged 50-64 years
 Sealed local roads	47	-	51	54	Aged 65+ years	Aged 18-34 years
 Unsealed roads	44	-	43	44	Aged 65+ years	Aged 18-34 years

Significantly higher / lower than Loddon Shire Council 2020 result at the 95% confidence interval.  
Please see Appendix A for explanation of significant differences and index scores.



## Focus areas for the next 12 months

### Overview

Loddon Shire Council's overall performance index score of 61 is comparable to Council's most recent evaluation in 2017. While this is a positive result, perceptions of Council performance had previously declined from a high rating of 69 in 2014, and Council should look to recover some of this ground over the next year. Council performance remains positive across most individual service areas and compares favourably with other Small Rural councils.

### Key influences on perceptions of overall performance

Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance. A focus on good communication, transparency and community interest in its decision making, particularly around planning issues, provides significant opportunity to drive up overall opinion of Council. The lower performing area of unsealed roads should also be targeted for improvement.

### Comparison to state and area grouping

On individual service areas, Council performance is largely rated in line with the Small Rural group average (on five areas) or significantly better (seven areas). Council is rated lower than the group average in only four areas, including two of its lower performing areas of local streets and footpaths and sealed roads. Council also rates largely in line with or better than State-wide averages but is lower on three service areas.

### Maintain gains and shore up positive perceptions

Over the next year, Council should look to consolidate its strong performance on public areas and waste management, which have a significant positive influence on overall performance ratings. Council should work to shore up its performance on community consultation, lobbying and town planning – areas where it outperforms other Small Rural councils and which have a strong influence on overall ratings. Attending to unsealed roads will prevent low ratings in this area from negatively impacting overall opinion of Council.

# DETAILED FINDINGS





**Overall  
performance**



## Overall performance

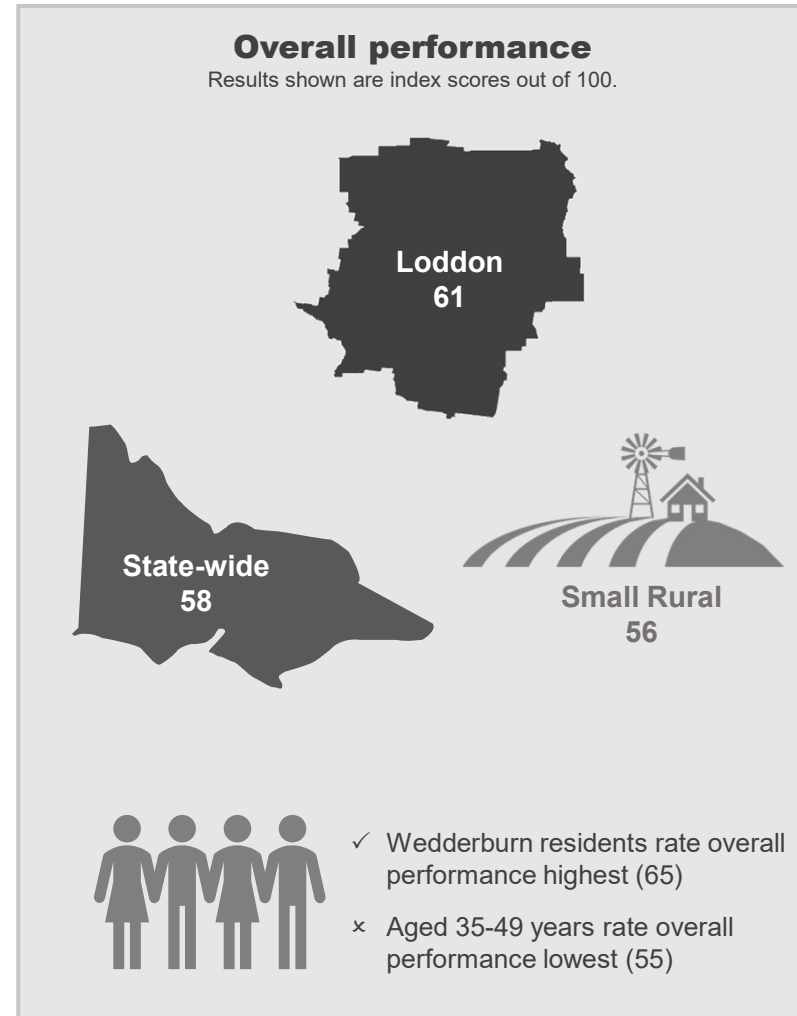
Loddon Shire Council’s overall performance index score of 61 is similar to Council’s most recent evaluations in 2016 and 2017 (index score of 62 for each).

- While this is a positive result, perceptions of Council performance had previously declined from a high of 69 in 2014, and Council should look to improve community opinion and recover some of this ground over the next year.

Council’s overall performance is rated statistically significantly higher (at the 95% confidence interval) than both the Small Rural group and State-wide averages for councils (index score of 56 and 58 respectively).

- Overall performance is rated highest by Wedderburn residents (index score of 65) and lowest by residents aged 35 to 49 years (index score of 55).

Positively, half of residents (51%) rate Council’s overall performance as ‘very good’ or ‘good’ and few rate it as ‘very poor’ or ‘poor’ (16%). A further 31% sit mid-scale, rating Council’s overall performance as ‘average’.





# Overall performance

2020 overall performance (index scores)

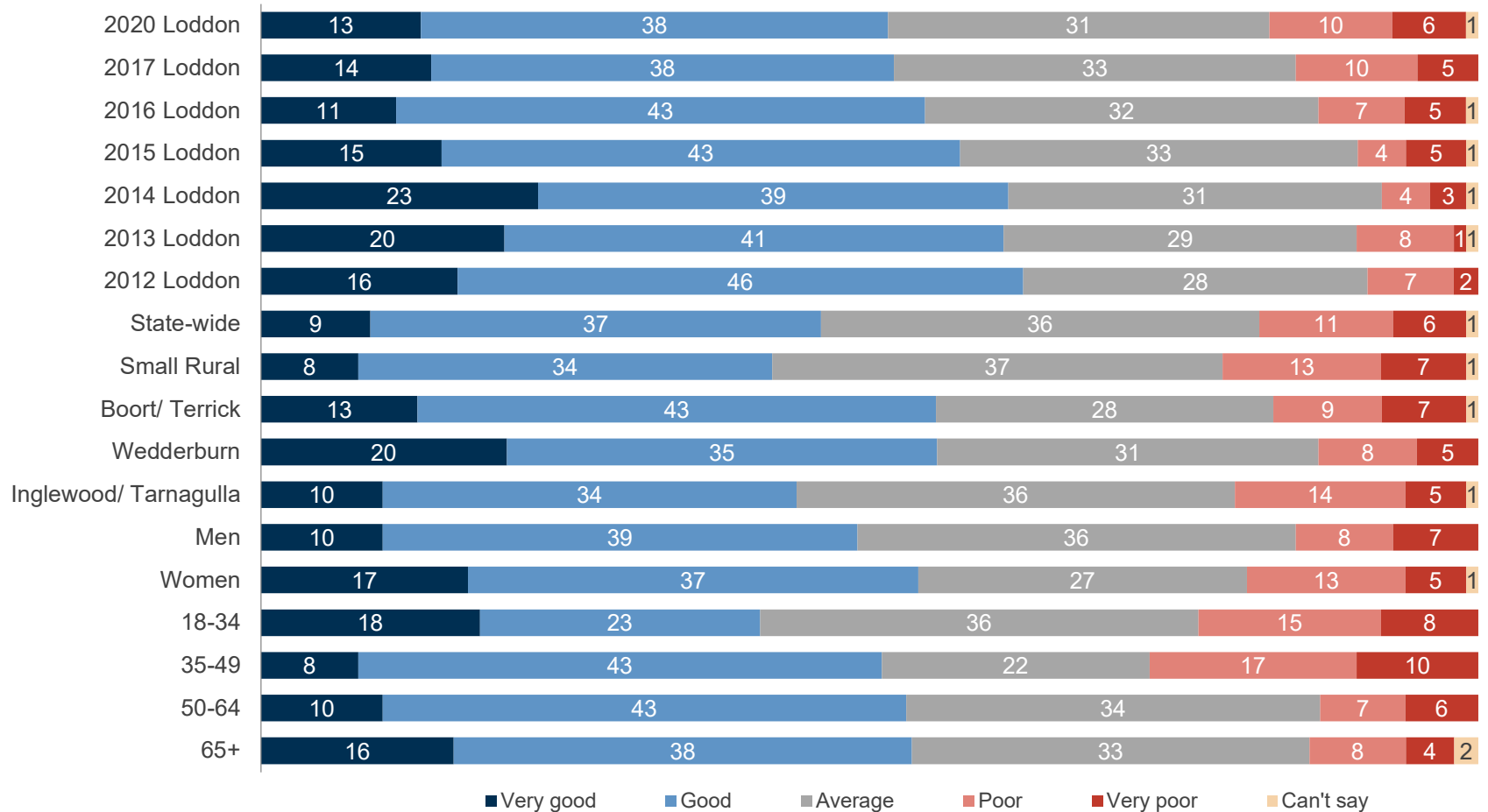
	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	63	67	69	75	66	72
Women	n/a	n/a	63	66	66	71	70	68
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	58	55	64	67	68	61
Loddon	n/a	n/a	62	62	65	69	68	67
Men	n/a	n/a	61	58	64	67	66	65
State-wide	60	59	59	59	60	61	60	60
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	64	66	60	65	68	64
Small Rural	58	56	58	57	59	n/a	n/a	n/a
35-49	n/a	n/a	63	59	64	65	69	68

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Loddon Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Overall performance

2020 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Loddon Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



## Top performing service areas

The appearance of public areas is where Loddon Shire Council performed best in 2020 (index score of 72), followed closely by recreational facilities and waste management (index score of 70 and 69 respectively).

These three service areas were also among Council's top performing areas in previous years, although both recreational facilities and waste management are rated lower in 2020 than previously.

Council is rated in line with the Small Rural group and State-wide averages for public areas and recreational facilities, and significantly higher on waste management.

- Younger residents aged 18 to 34 years rate performance on recreational facilities (index score of 59) significantly lower than the Council-wide average, indicating unmet needs in this service area.
- Older residents aged 65+ years rate Council significantly higher than average on waste management (index score of 74).

Overall, Council significantly outperforms the Small Rural group average on seven of the 16 individual service areas evaluated. This includes community decisions, consultation, lobbying and town planning – all areas with a significant positive influence on overall performance ratings.



**The appearance of public areas (index score of 72) 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 unsealed roads (index score of 44) and sealed local roads (index score of 47).**

Loddon Shire Council rates lowest – relative to its performance in other areas – on the condition of its roads, both unsealed (index score of 44) and sealed (index score of 47, its lowest to date).

- Council performance for both areas is rated highest among residents aged 65+ years and lowest among 18 to 34 and 35 to 49 year olds.
- On sealed local roads, Council performance is rated below the Small Rural group and State-wide averages (index score of 51 and 54 respectively).

Further to these results, the maintenance of sealed roads (21%) and unsealed roads (11%) are most commonly cited by residents as the area where Council most needs to improve.

Council also performs less well on building and planning permits (index score of 49, its lowest to date).

- Performance in this area is rated lowest among 50 to 64 year olds.

Council performance is also rated below the Small Rural group and State-wide averages for local streets and footpaths (another of Council's lower performing areas, index score of 52) and emergency and disaster management.



# Individual service area performance

2020 individual service area performance (index scores)

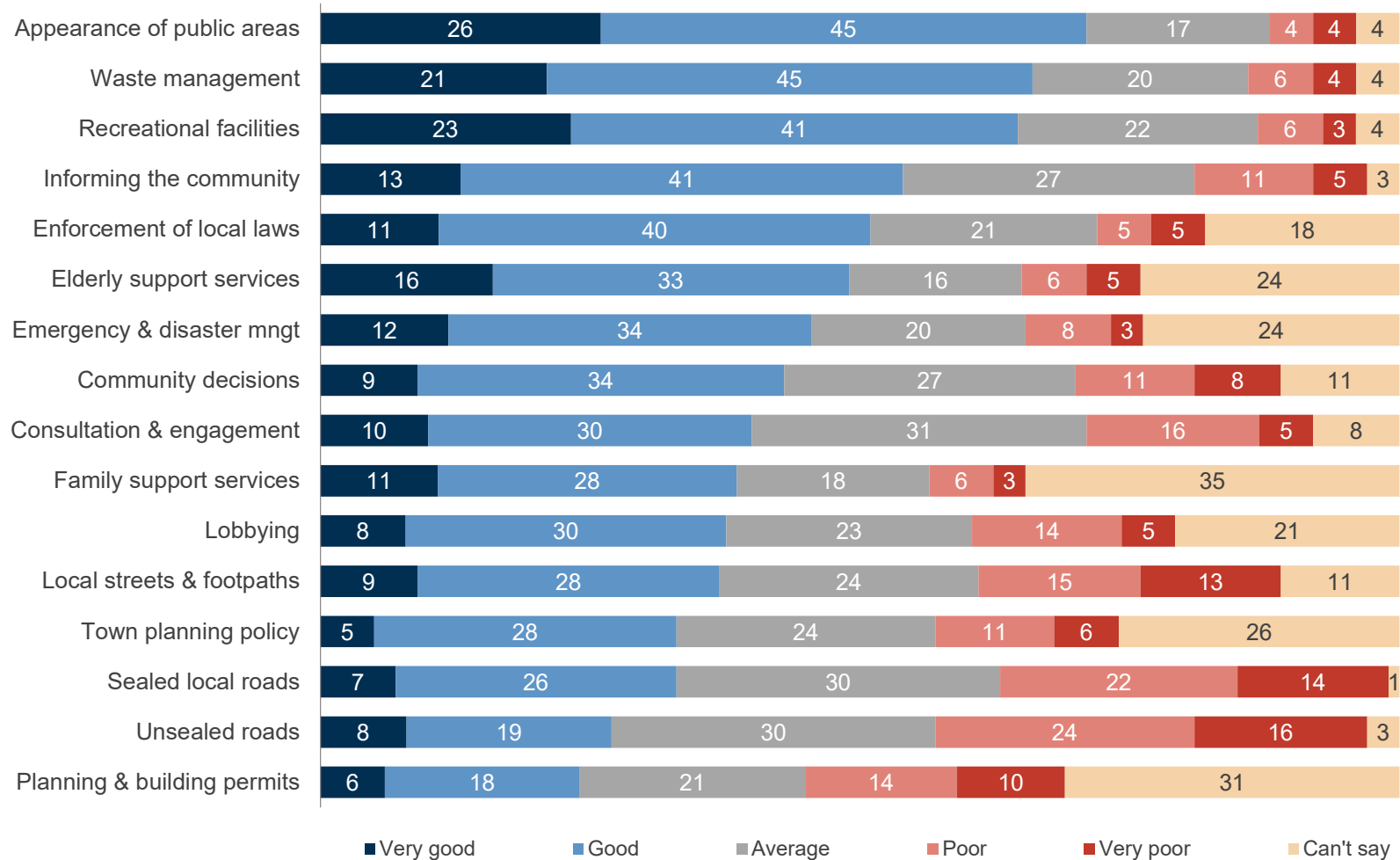
	2019	2018	2017	2016	2015	2014	2013	2012
Appearance of public areas	72	n/a	n/a	71	74	73	74	73
Recreational facilities	70	n/a	n/a	73	72	73	77	74
Waste management	69	n/a	n/a	74	74	76	76	75
Elderly support services	66	n/a	n/a	69	71	70	75	75
Family support services	65	n/a	n/a	67	65	65	67	69
Emergency & disaster mngt	65	n/a	n/a	68	67	71	72	71
Enforcement of local laws	65	n/a	n/a	63	63	65	65	68
Informing the community	62	n/a	n/a	59	60	62	65	64
Community decisions	57	n/a	n/a	55	56	58	n/a	n/a
Lobbying	57	n/a	n/a	58	60	59	62	60
Consultation & engagement	57	n/a	n/a	55	57	60	60	62
Town planning policy	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	52	n/a	n/a	51	56	61	62	60
Planning & building permits	49	n/a	n/a	53	51	55	58	57
Sealed local roads	47	n/a	n/a	50	55	55	n/a	n/a
Unsealed roads	44	n/a	n/a	43	49	49	51	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: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Individual service area performance

2020 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



## Influences on perceptions of overall performance

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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 the Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.**

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

- Maintenance of unsealed roads
- Lobbying on behalf of the community
- Town planning
- Community consultation and engagement
- The appearance of public areas
- Enforcement of local laws
- Waste management.

Looking just at these key service areas, the appearance of public areas and waste management have a high performance index (72 and 69 respectively) and a moderate influence on the overall performance rating, therefore maintaining these positive results should remain a focus.

Other service areas that have a positive influence on overall perceptions, but perform less well, are Council lobbying, community consultation and town planning (performance index of 57, 57 and 55 respectively).

**Focus on consulting residents and demonstrating Council efforts to advocate for and defend their interests, particularly on town planning issues, can help shore up positive opinion of Council.**

However, also in need of attention is Council's maintenance of unsealed roads, which is rated poorly (performance index of 44) and a moderate influence on overall community satisfaction.

**It will be important to attend to resident concerns about Council's unsealed road maintenance to help improve opinion of Council's overall performance.**



## Regression analysis explained

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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.

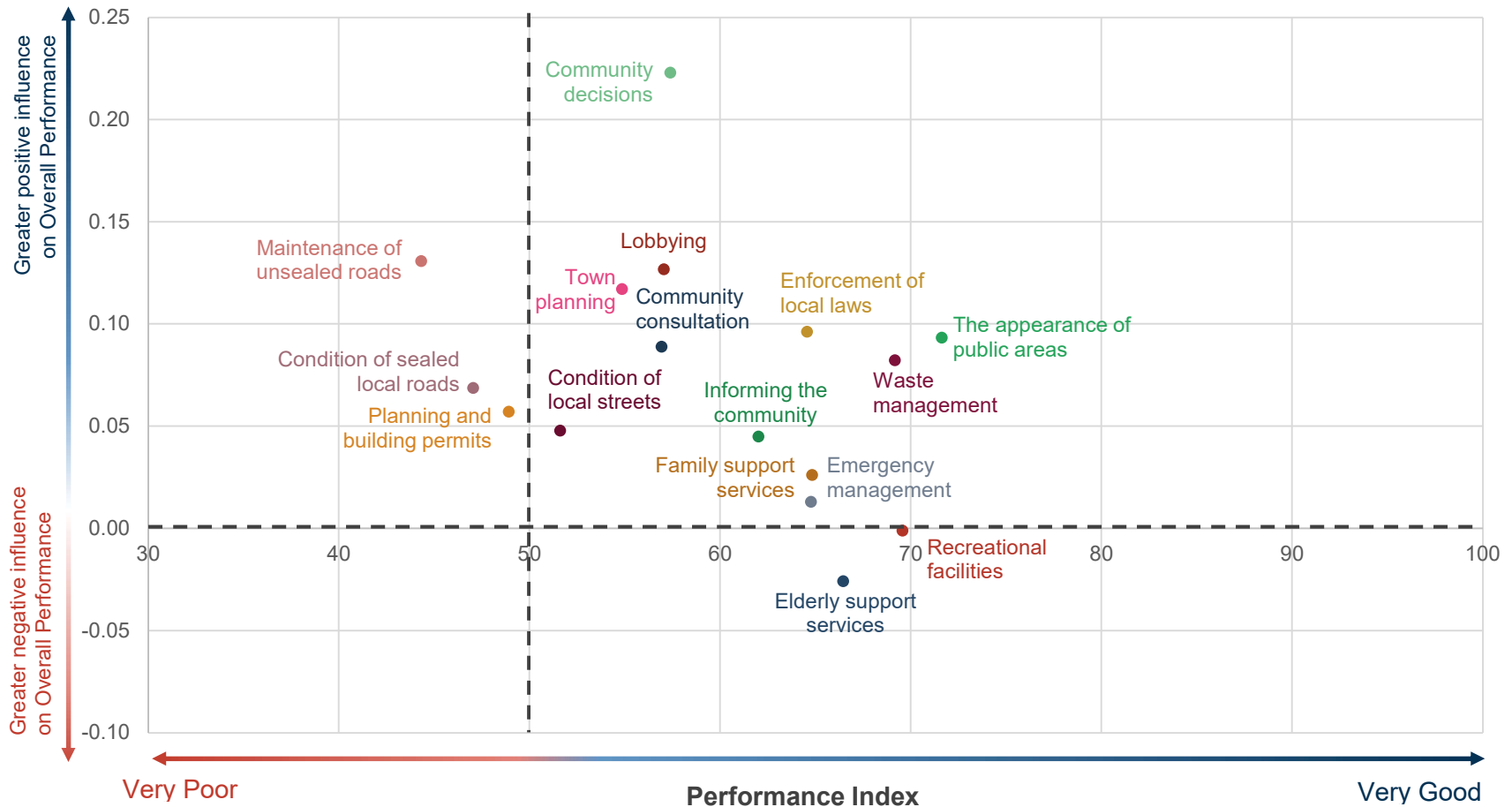
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

2020 regression analysis (all service areas)

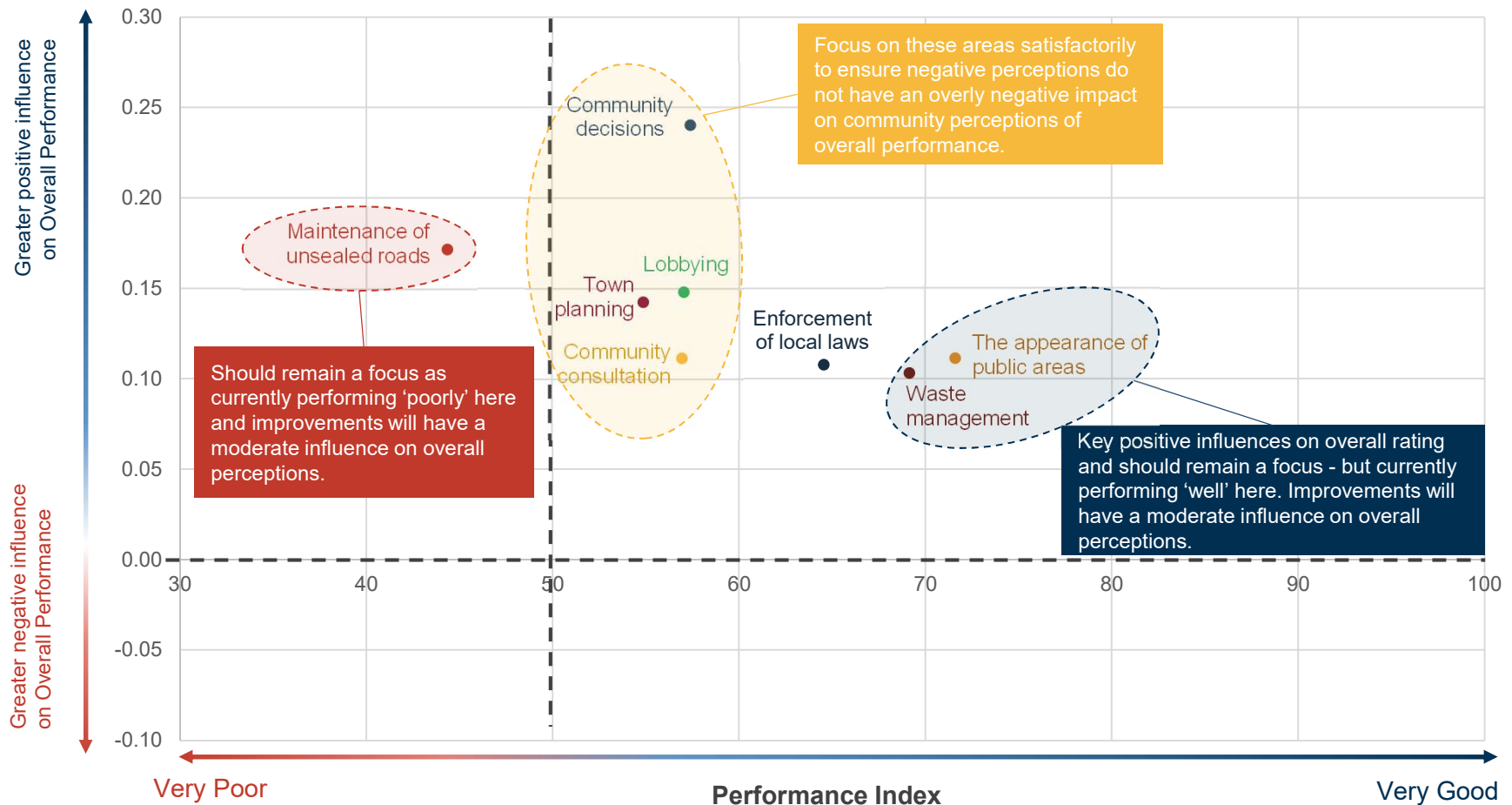


The multiple regression analysis model above (all service areas) has an R-squared value of 0.640 and adjusted R-square value of 0.625, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 42.6$ . 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

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.630 and adjusted R-square value of 0.623, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 83.3$ .



## Areas for improvement

2020 areas for improvement (%)  
- Top mentions only -



Q17. What does Loddon Shire Council MOST need to do to improve its performance?  
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11  
A verbatim listing of responses to this question can be found in the accompanying dashboard.



# Customer service





## Contact with council and customer service

### Contact with council

Two-thirds of residents (67%) have had contact with Loddon Shire Council in the last 12 months, similar to previous years.

- Rate of contact among residents aged 35 to 49 years (80%) is significantly higher than the Council-wide average.

The main method of contact with Council is by telephone (46%), followed by in person (28%).



**Among those who have had contact with Council, 69% provide a positive customer service rating of 'very good' or 'good', including 32% who rate Council's customer service as 'very good'.**

### Customer service

Loddon Shire Council's customer service index of 71 is in line with the Small Rural group and State-wide averages (index score of 70 for each).

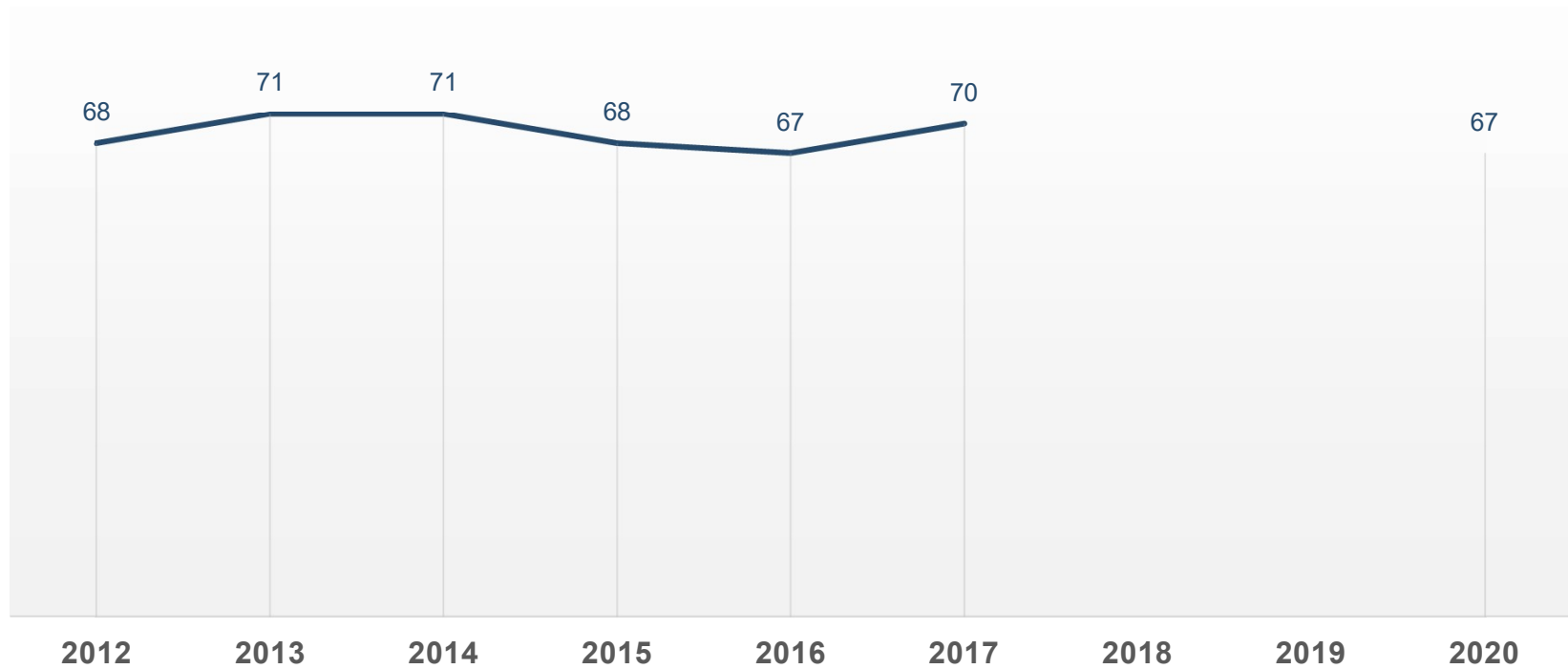
Almost seven in ten residents (69%) provide a positive customer service rating of 'very good' or 'good'.

- Customer service ratings are highest among Wedderburn residents, who have a relatively high contact rate with Council.
- Among residents aged 35 to 49 years, who have the most contact with Council, ratings are lower than other age groups. This suggests there is room for Council to improve on its customer service.



## Contact with council

2020 contact with council (%)  
Have had contact

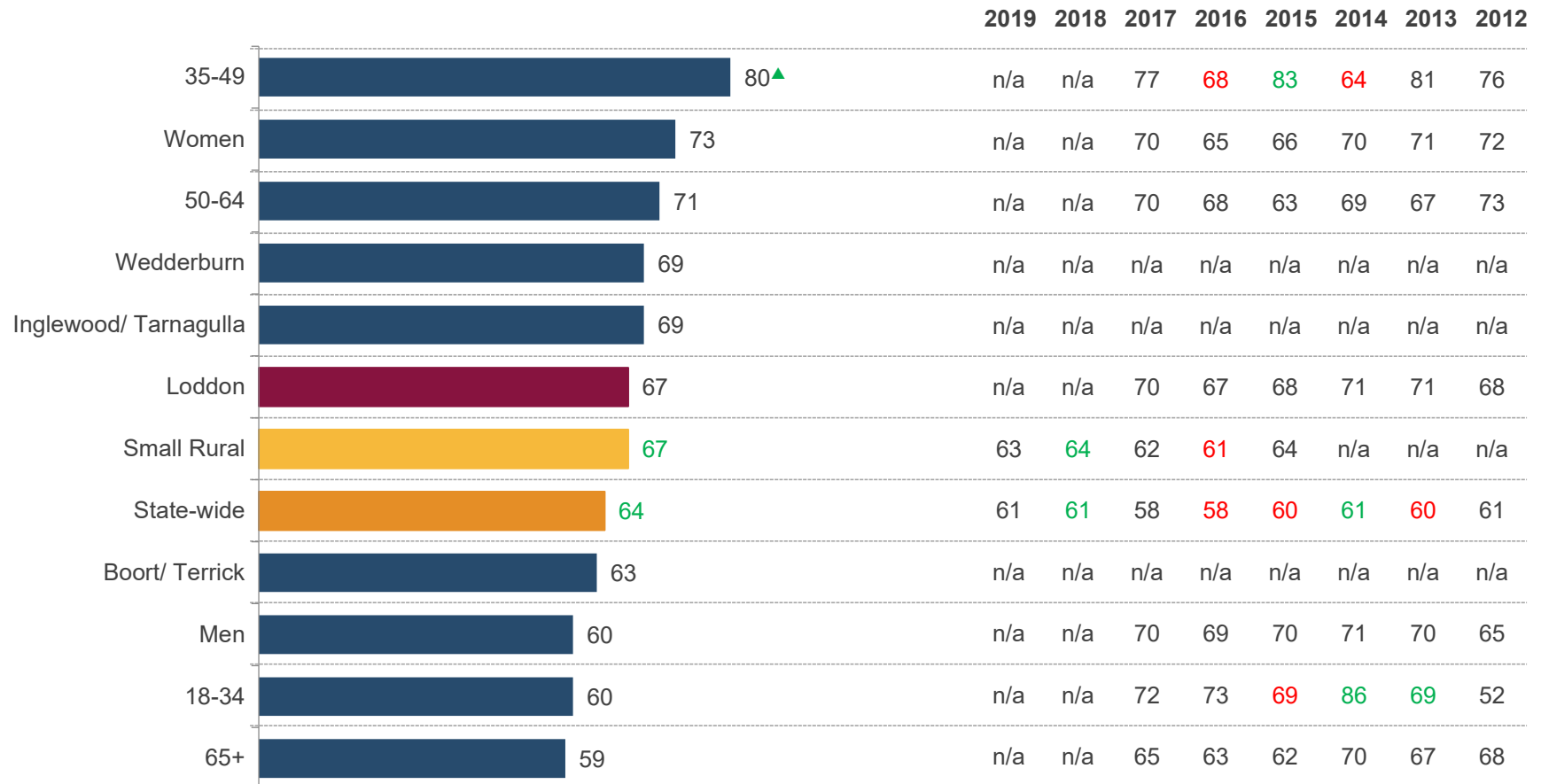


Q5a. Have you or any member of your household had any recent contact with Loddon Shire Council in any of the following ways?  
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6



## Contact with council

2020 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Loddon Shire Council in any of the following ways?  
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6  
 Note: Please see Appendix A for explanation of significant differences.



# Customer service rating

2020 customer service rating (index scores)

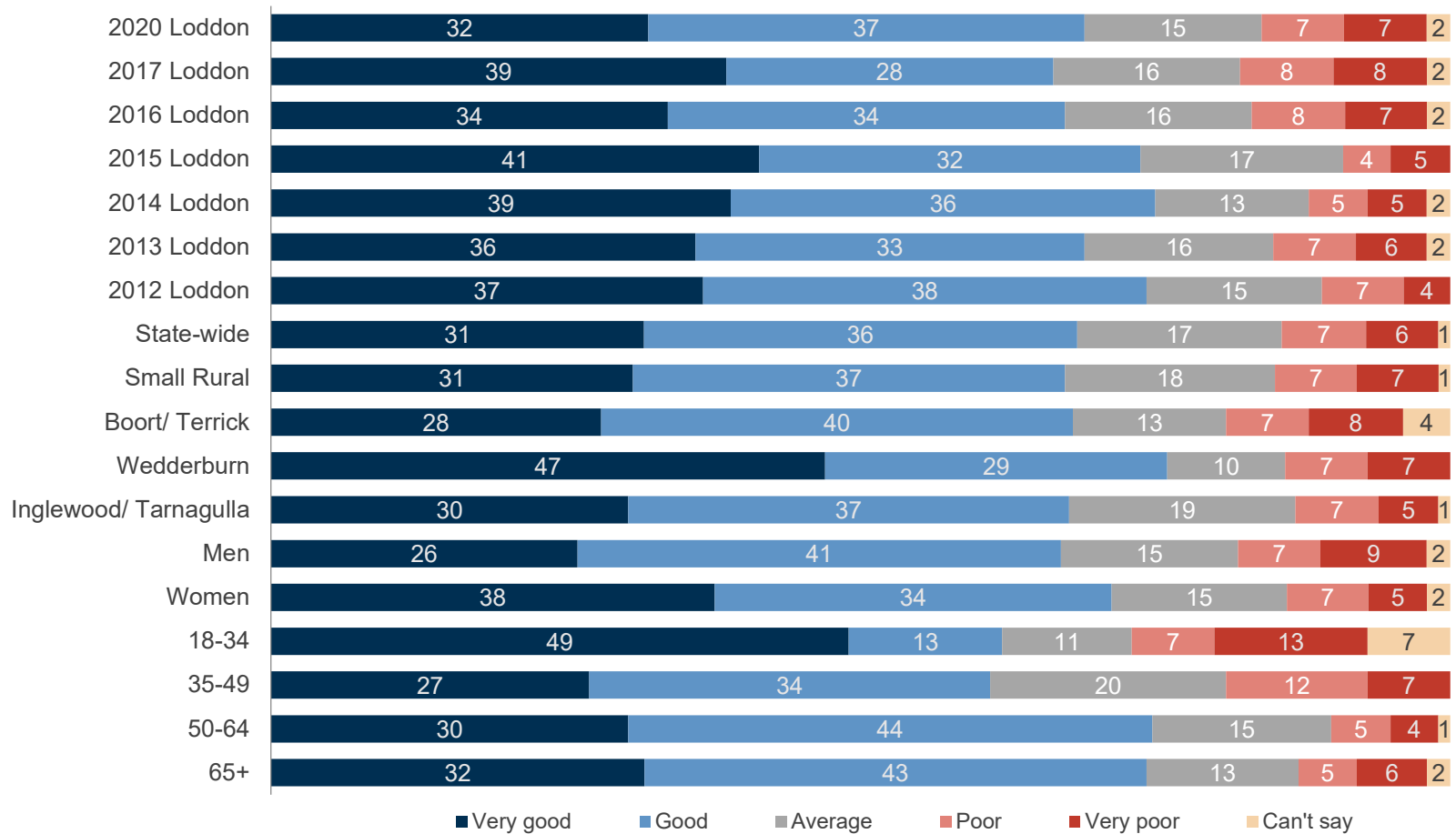
	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	72	77	78	78	75	76
50-64	n/a	n/a	68	68	77	77	73	74
65+	n/a	n/a	74	73	75	78	74	78
18-34	n/a	n/a	62	77	66	67	69	67
Loddon	n/a	n/a	71	70	75	76	72	75
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	71	70	69	69	70	72	71	71
Small Rural	70	69	69	69	70	n/a	n/a	n/a
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	70	64	73	73	69	73
35-49	n/a	n/a	76	65	77	78	70	75

Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked state-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Customer service rating

2020 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked state-wide: 62 Councils asked group: 18



# Method of contact with council

2020 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Loddon Shire Council in any of the following ways?  
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6  
 Note: Respondents could name multiple contacts methods so responses may add to more than 100%



## Customer service rating by method of contact

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

	2019	2018	2017	2016	2015	2014	2013	2012
By text message	83*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By social media	76*	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In person	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By email	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
By telephone	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
In writing	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Via their website	69*	n/a	n/a	n/a	n/a	n/a	n/a	n/a

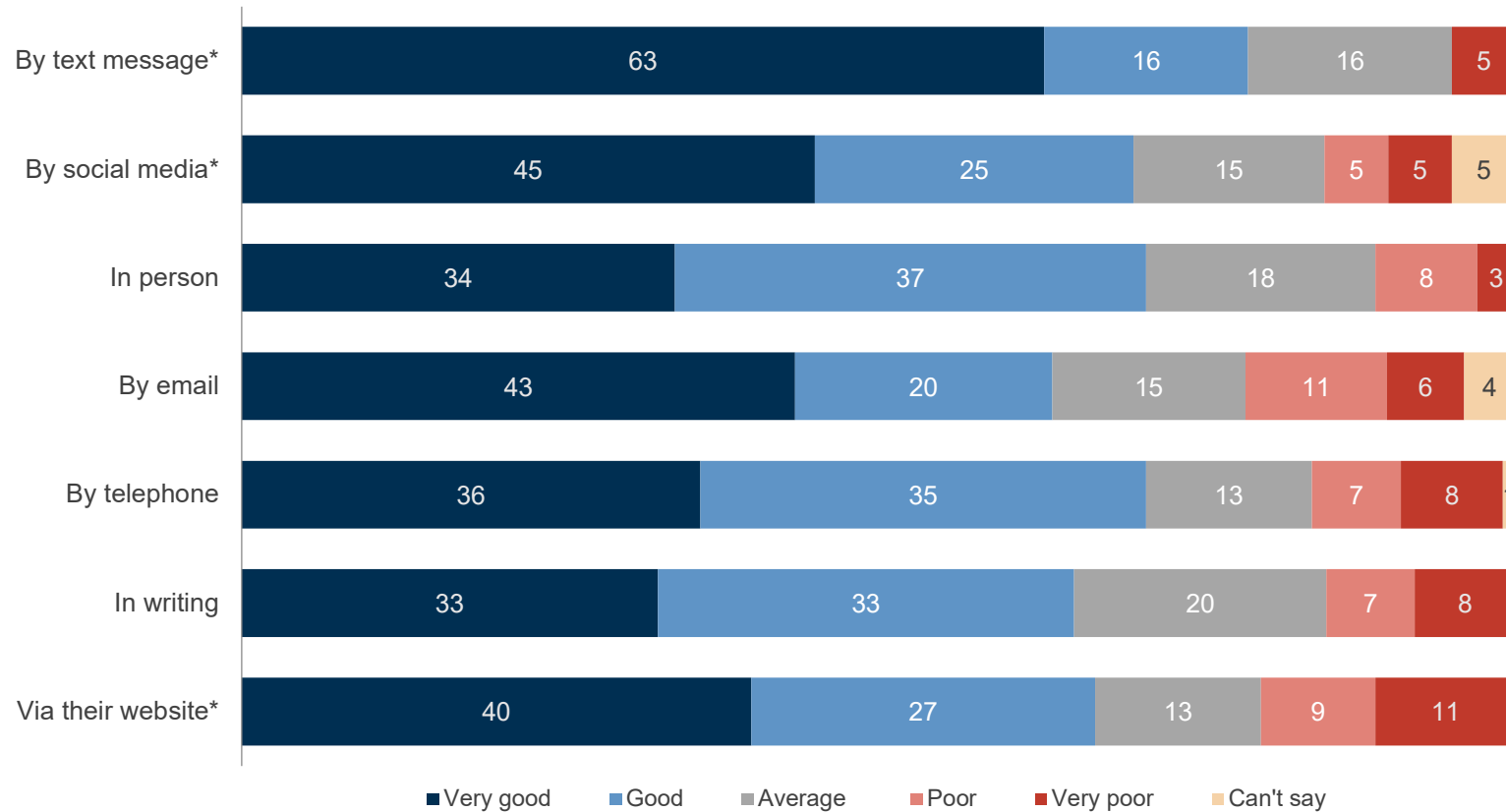
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 Note: Please see Appendix A for explanation of significant differences.  
 \*Caution: small sample size < n=30





# Customer service rating by method of contact

2020 customer service rating (% by method of contact)



Q5c. Thinking of the most recent contact, how would you rate Loddon Shire Council for customer service?  
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
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 \*Caution: small sample size < n=30



# Communication

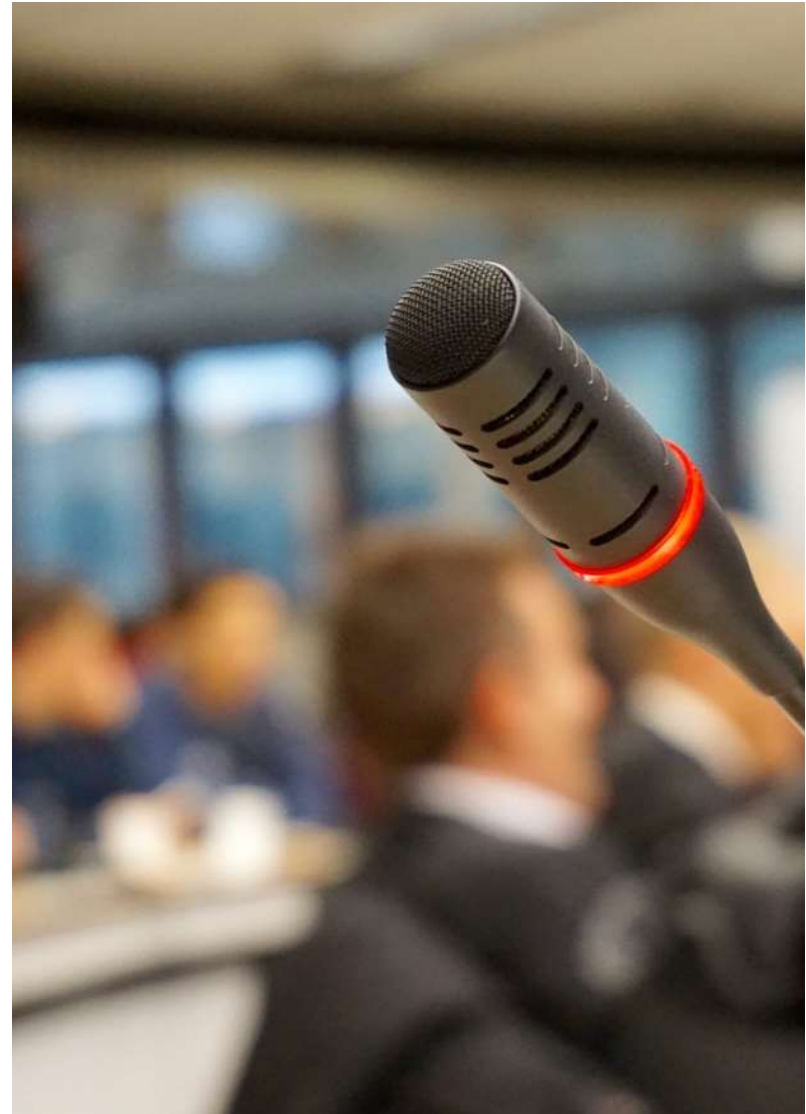


## Communication

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The preferred form of communication from Loddon Shire Council remains newsletters sent via mail (46%).

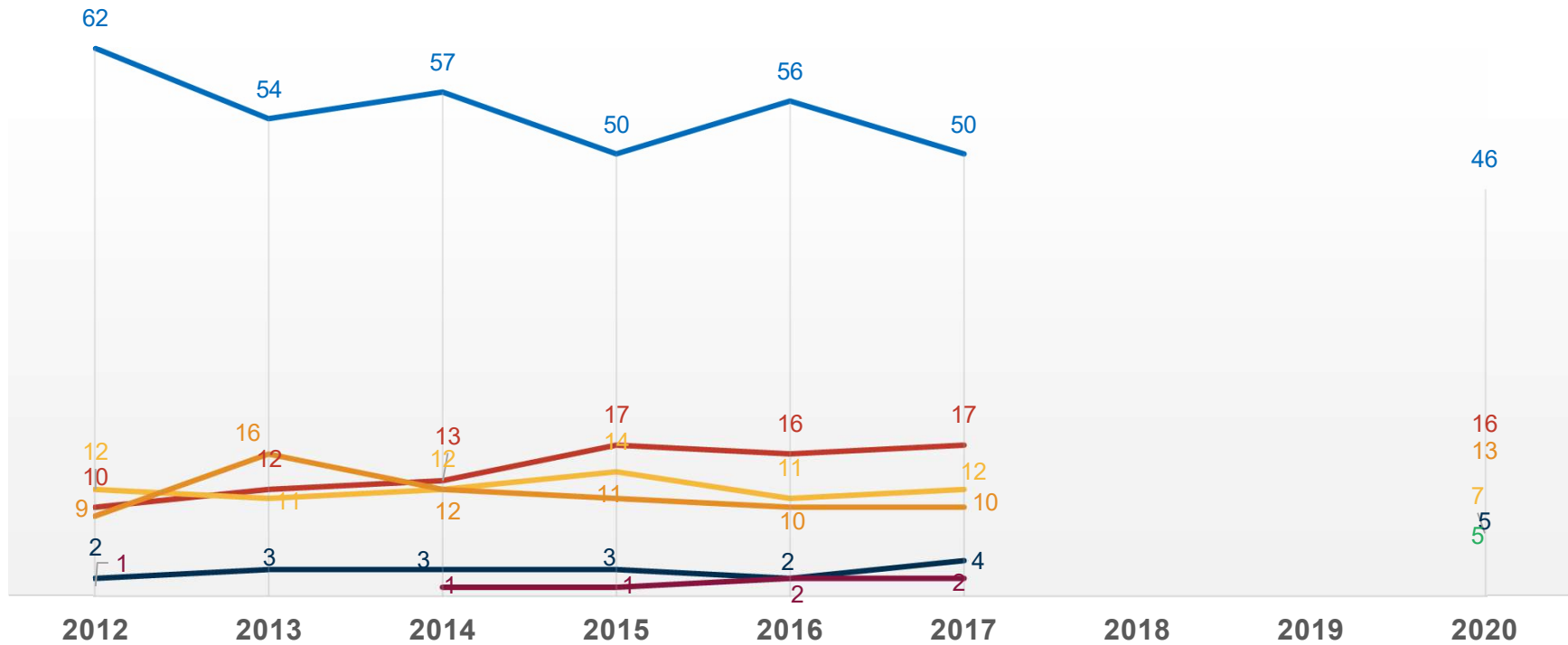
- Among residents aged under 50 years newsletters sent via mail (40%) are preferred by more than twice as many as prefer via email (19%).
- Among residents aged over 50 years newsletters sent via mail (50%) are also most preferred and there is some interest in advertising in local newspapers (16%) and newsletters via email (15%).





# Best form of communication

2020 best form of communication (%)



Q13. If Loddon 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: 10  
 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



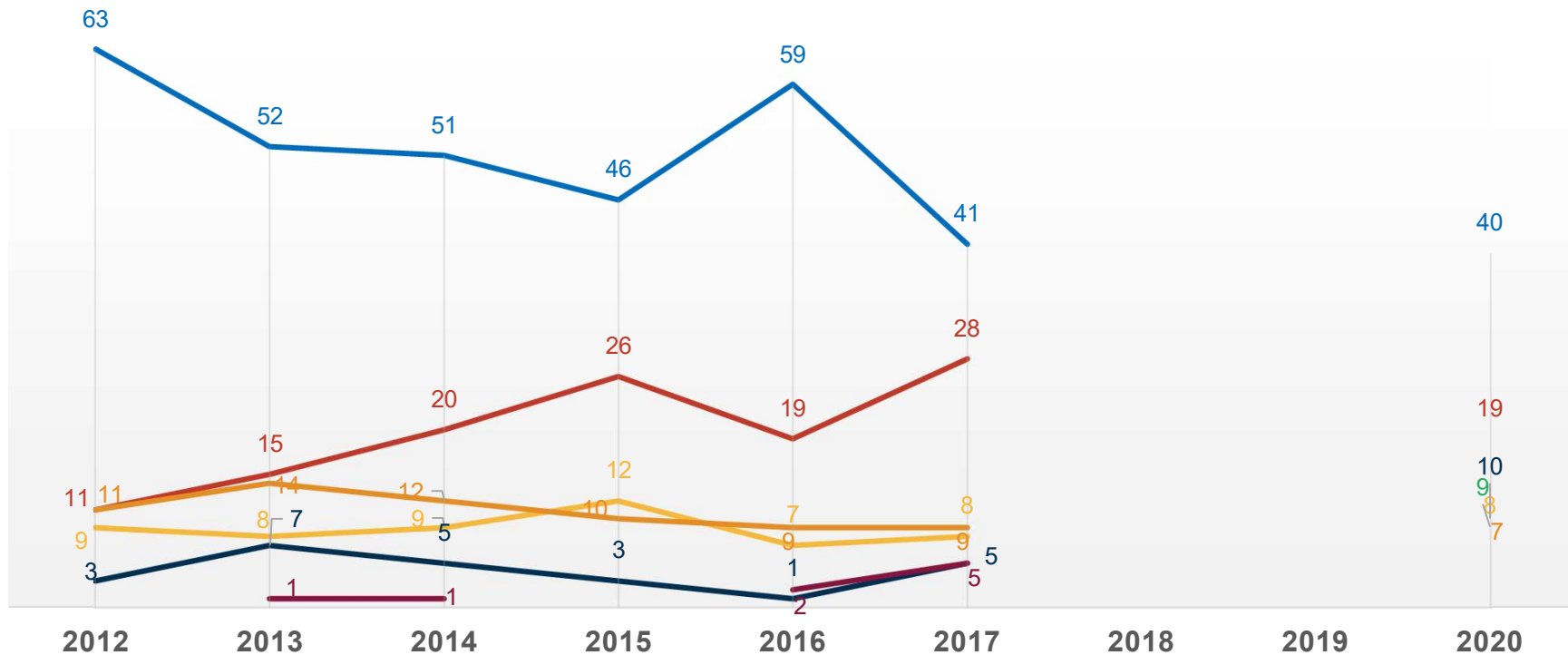
Council Website



Text Message



Social Media



Q13. If Loddon 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?.

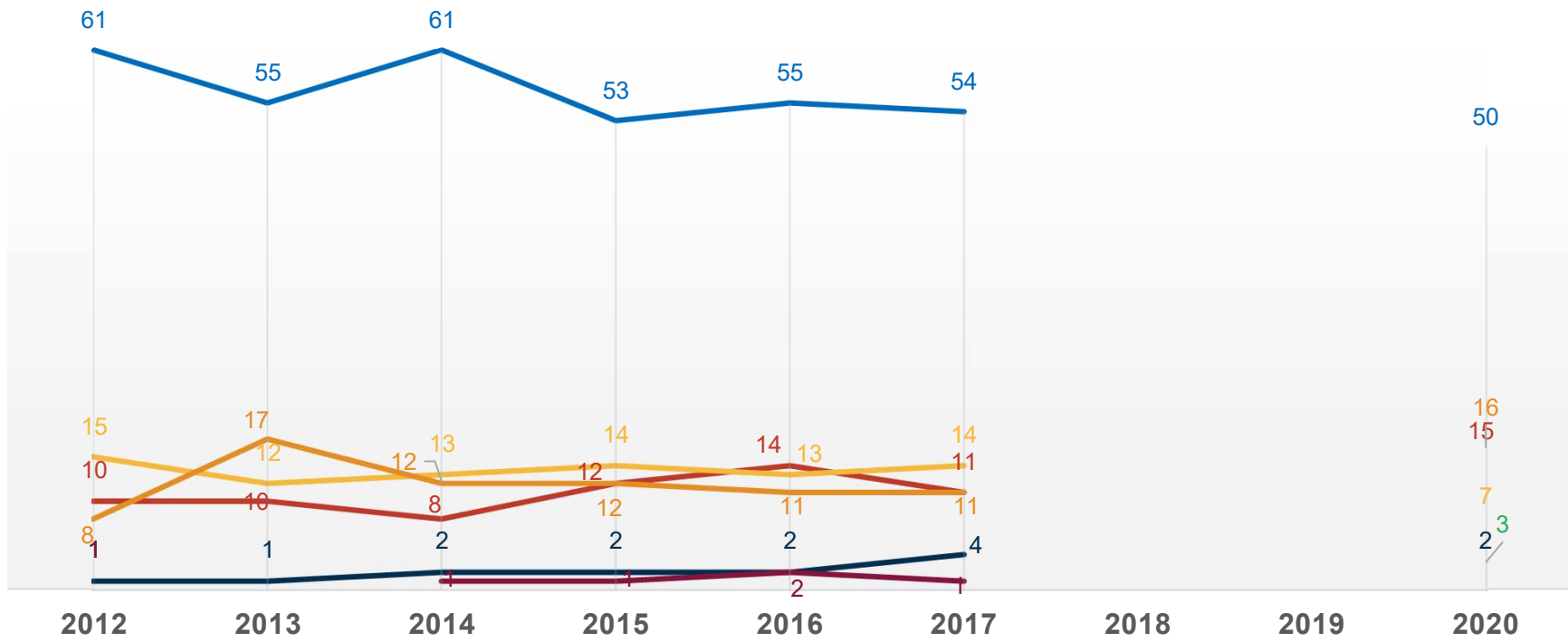
Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 10

Note: 'Social Media' was included in 2019.



# Best form of communication: over 50s

2020 over 50s best form of communication (%)



Q13. If Loddon 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: 10  
 Note: 'Social Media' was included in 2019.



**Council direction**





## Council direction

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Perceptions of the direction of Loddon Shire Council's overall performance (index score of 51) are similar to Council's most recent evaluations in 2016 and 2017.

- These results follow a similar trend to overall performance ratings, having previously declined from a high of 57 in 2014.

A majority of residents (64%) believe the direction of Council's overall performance has stayed the same over the last 12 months (similar to 63% in 2017).

- 17% believe it has improved (similar to 19% in 2017).
- 15% believe it has deteriorated (unchanged from 2017).
- Most satisfied with the direction of Council performance are residents aged 18 to 34 years.
- Least satisfied with the direction of Council performance are residents aged 35 to 49 years.

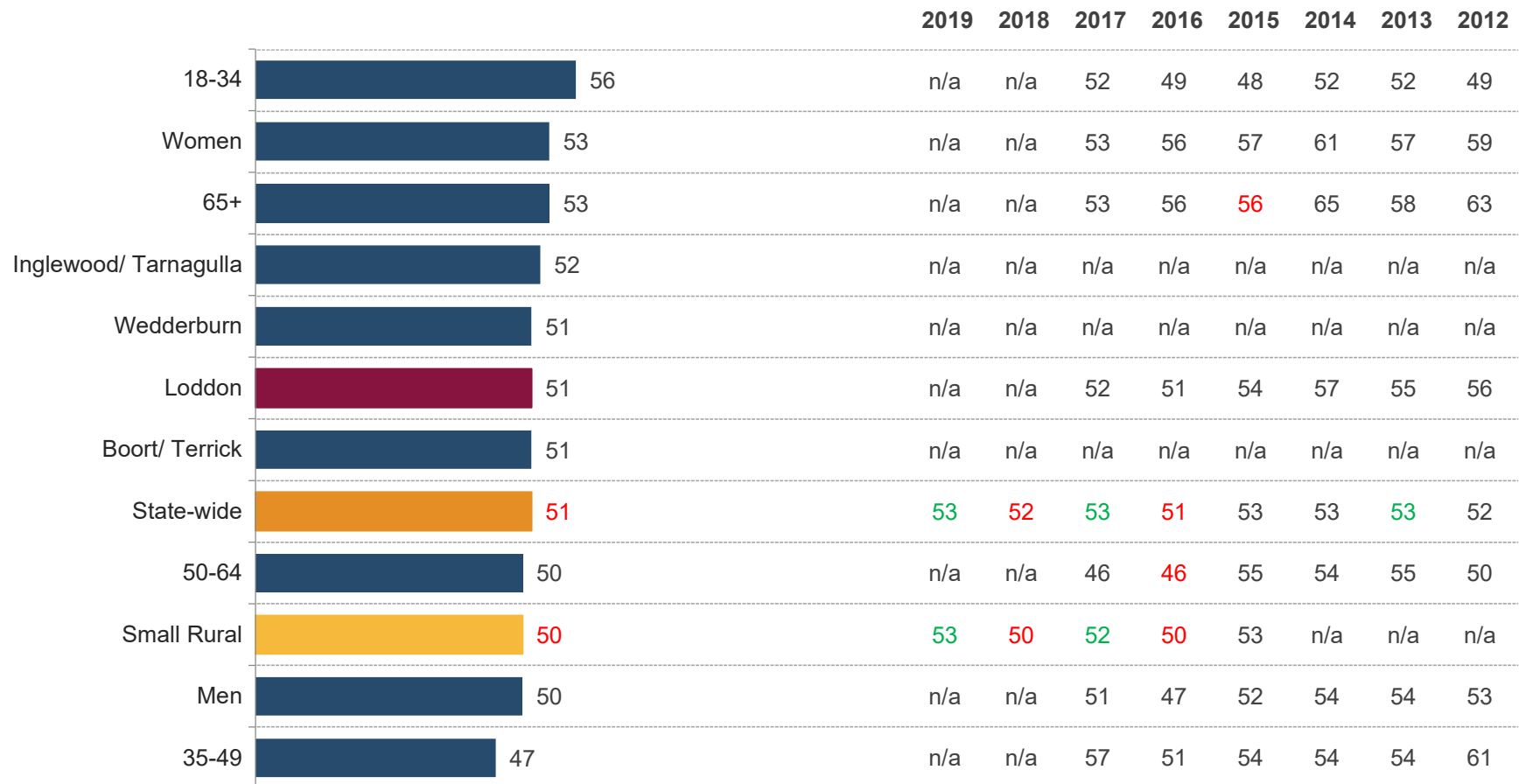






## Overall council direction last 12 months

2020 overall direction (index scores)

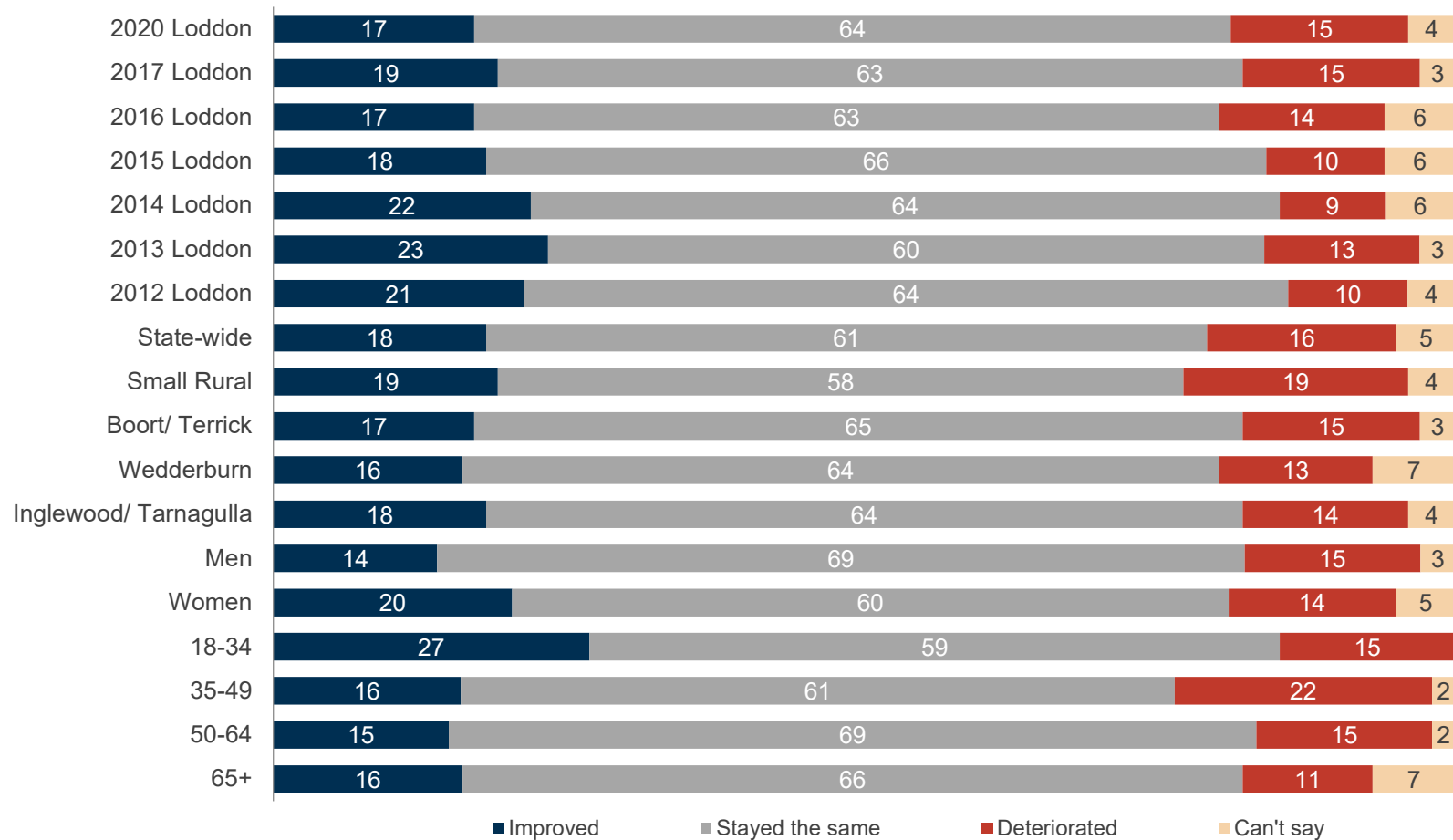


Q6. Over the last 12 months, what is your view of the direction of Loddon Shire Council's overall performance?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Overall council direction last 12 months

2020 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Loddon Shire Council's overall performance?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



**Individual service areas**



# Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	56	62	62	62	65	63
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	53	52	58	58	62	58
65+	n/a	n/a	57	58	63	65	59	65
Loddon	n/a	n/a	55	57	60	60	62	62
35-49	n/a	n/a	55	56	60	57	66	62
18-34	n/a	n/a	56	66	53	59	65	61
Men	n/a	n/a	54	53	58	59	60	60
State-wide	56	55	55	54	56	57	57	57
Small Rural	56	54	55	55	56	n/a	n/a	n/a
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

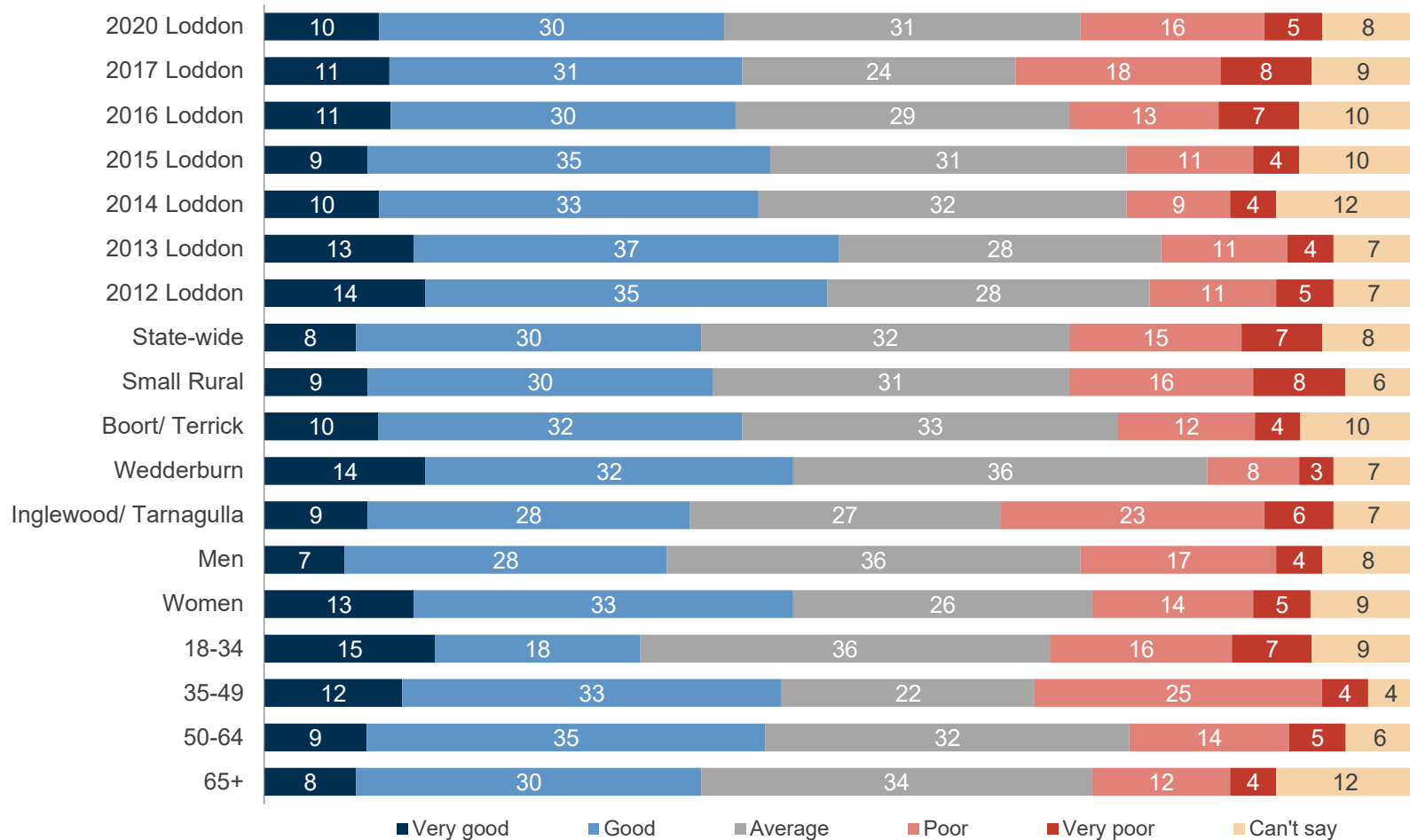
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Community consultation and engagement performance



2020 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: 62 Councils asked group: 18



# Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	59	61	66	68	60	68
18-34	n/a	n/a	59	64	45	65	59	62
Men	n/a	n/a	59	57	58	60	57	63
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	n/a	n/a	58	60	59	62	60	63
50-64	n/a	n/a	57	58	61	61	57	59
Women	n/a	n/a	57	63	60	64	63	64
State-wide	54	54	54	53	55	56	55	55
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	55	53	55	54	56	n/a	n/a	n/a
35-49	n/a	n/a	55	55	57	55	63	62

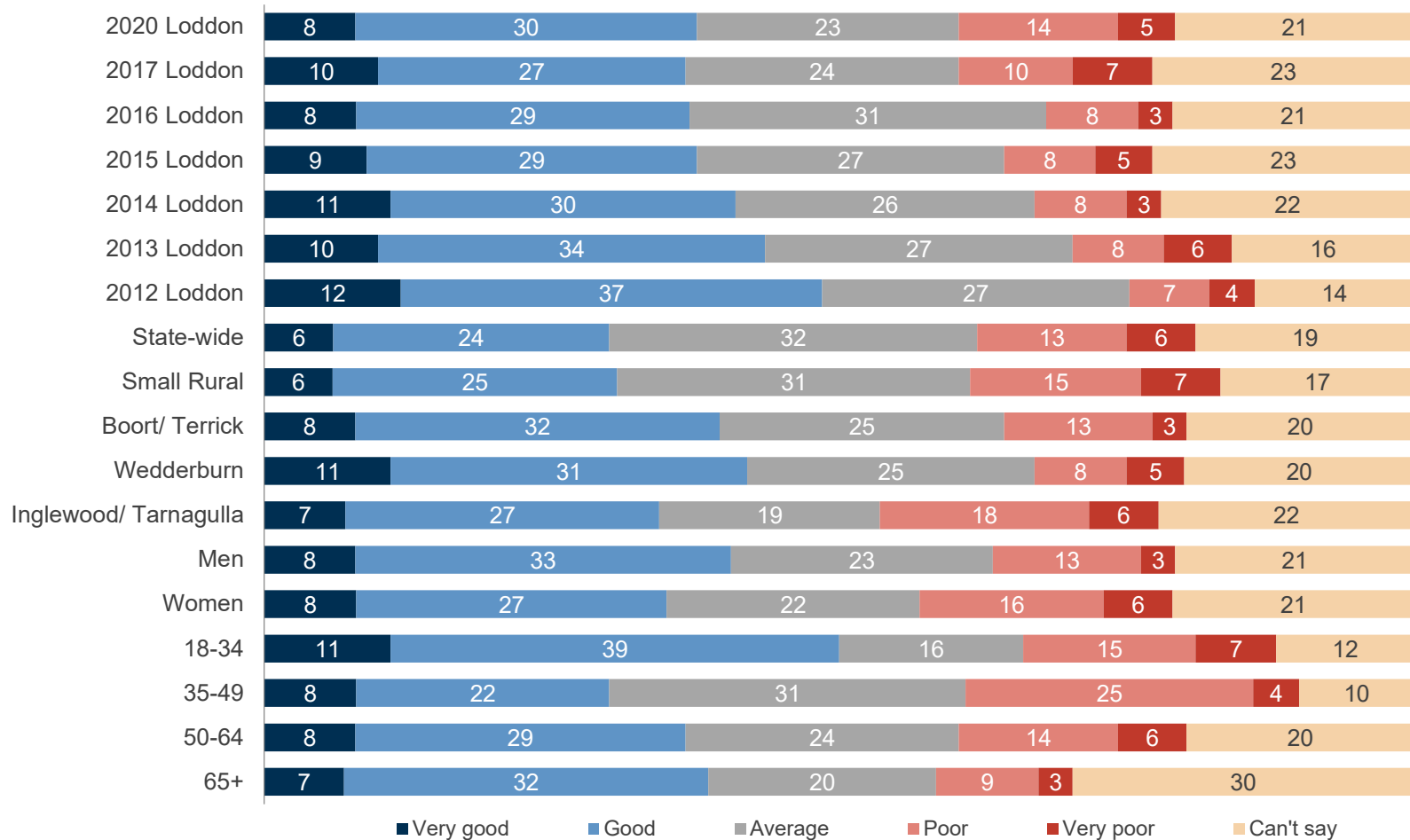
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Lobbying on behalf of the community performance



2020 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: 62 Councils asked group: 18

# Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	57	60	62	n/a	n/a	n/a
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	52	54	57	n/a	n/a	n/a
Loddon	n/a	n/a	55	56	58	n/a	n/a	n/a
Women	n/a	n/a	58	59	60	n/a	n/a	n/a
18-34	n/a	n/a	56	62	50	n/a	n/a	n/a
50-64	n/a	n/a	49	52	59	n/a	n/a	n/a
35-49	n/a	n/a	57	53	58	n/a	n/a	n/a
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55	54	54	54	55	57	n/a	n/a
Small Rural	55	52	55	53	56	n/a	n/a	n/a

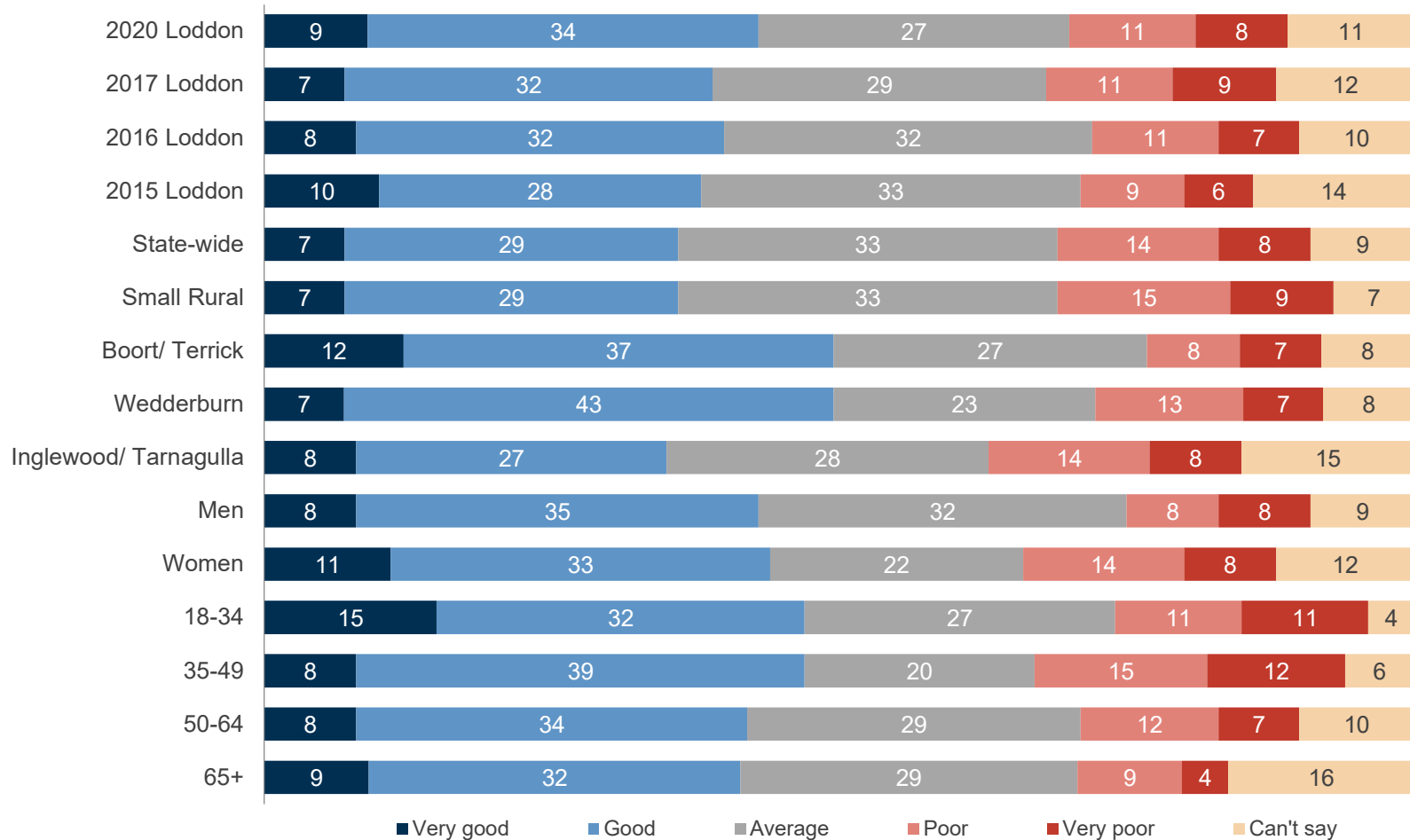
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 Note: Please see Appendix A for explanation of significant differences.



# Decisions made in the interest of the community performance



2020 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: 62 Councils asked group: 18

# The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

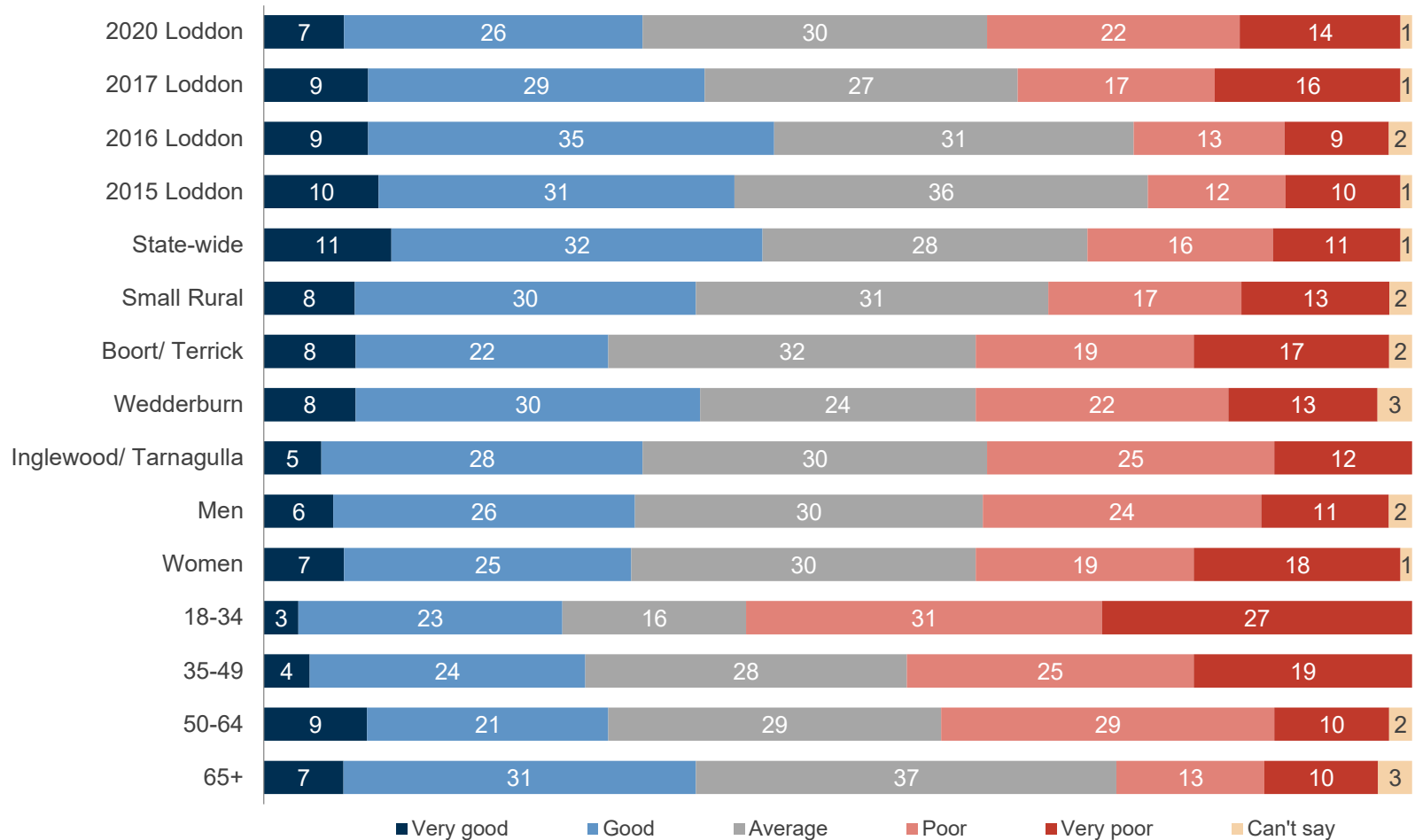
	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	56▲	53	53	54	55	55	n/a	n/a
65+	n/a	n/a	58	61	64	n/a	n/a	n/a
Small Rural	53▲	49	50	52	52	n/a	n/a	n/a
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	51	52	55	n/a	n/a	n/a
50-64	n/a	n/a	44	53	55	n/a	n/a	n/a
Loddon	n/a	n/a	50	55	55	n/a	n/a	n/a
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	49	59	55	n/a	n/a	n/a
35-49	n/a	n/a	49	49	50	n/a	n/a	n/a
18-34	n/a	n/a	38	54	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: 18  
 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 (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



# Informing the community performance



2020 informing community performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	n/a	n/a	60	64	64	67	66	66
50-64	n/a	n/a	54	57	60	64	63	59
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	60	62	54	65	65	68
Loddon	n/a	n/a	59	60	62	65	64	64
65+	n/a	n/a	60	63	68	69	63	65
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	58	57	61	64	62	63
35-49	n/a	n/a	60	58	61	62	65	66
State-wide	60	59	59	59	61	62	61	60
Small Rural	58	56	58	58	60	n/a	n/a	n/a

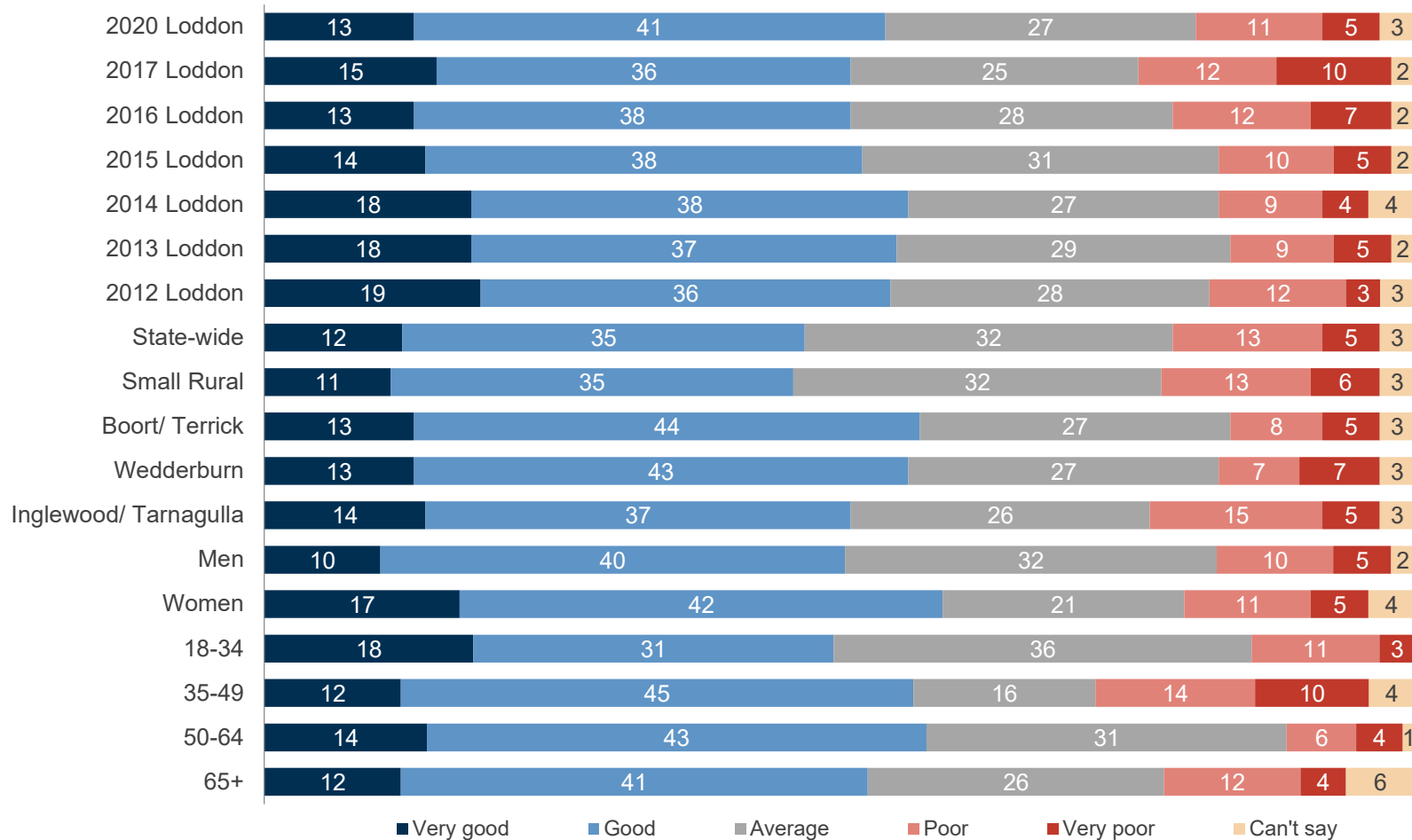
Q2. How has Council performed on 'Informing the community' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10  
 Note: Please see Appendix A for explanation of significant differences.



# Informing the community performance



2020 informing community performance (%)



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: 10

# The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

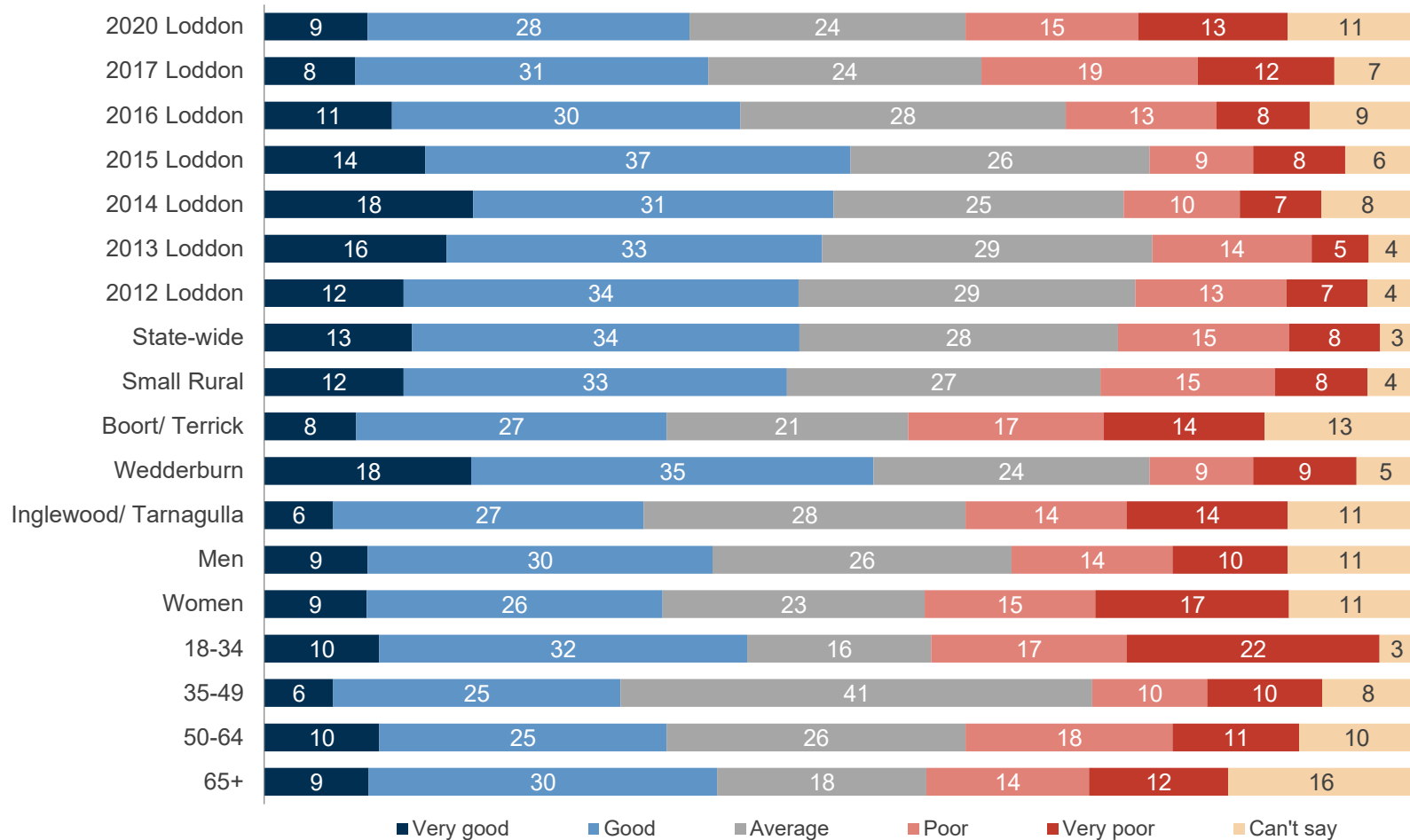
	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	59	58	57	57	58	58	58	57
Small Rural	57	57	57	58	59	n/a	n/a	n/a
Men	n/a	n/a	52	56	62	62	62	58
65+	n/a	n/a	55	63	62	64	59	61
35-49	n/a	n/a	50	53	62	64	64	61
Loddon	n/a	n/a	51	56	61	62	60	58
50-64	n/a	n/a	50	53	62	61	61	55
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	49	57	60	61	59	57
18-34	n/a	n/a	41	54	55	54	57	52

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.

# The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9



## Enforcement of local laws performance



2020 law enforcement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	n/a	n/a	63	67	67	67	66	68
Women	n/a	n/a	64	66	66	68	70	68
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	n/a	n/a	63	63	65	65	68	67
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	65	62	71	68	68	70
State-wide	64	64	64	63	66	66	65	65
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	62	60	64	62	66	66
50-64	n/a	n/a	58	58	63	64	67	64
Small Rural	63	63	65	64	66	n/a	n/a	n/a
18-34	n/a	n/a	70	64	57	60	71	64

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: 10  
 Note: Please see Appendix A for explanation of significant differences.

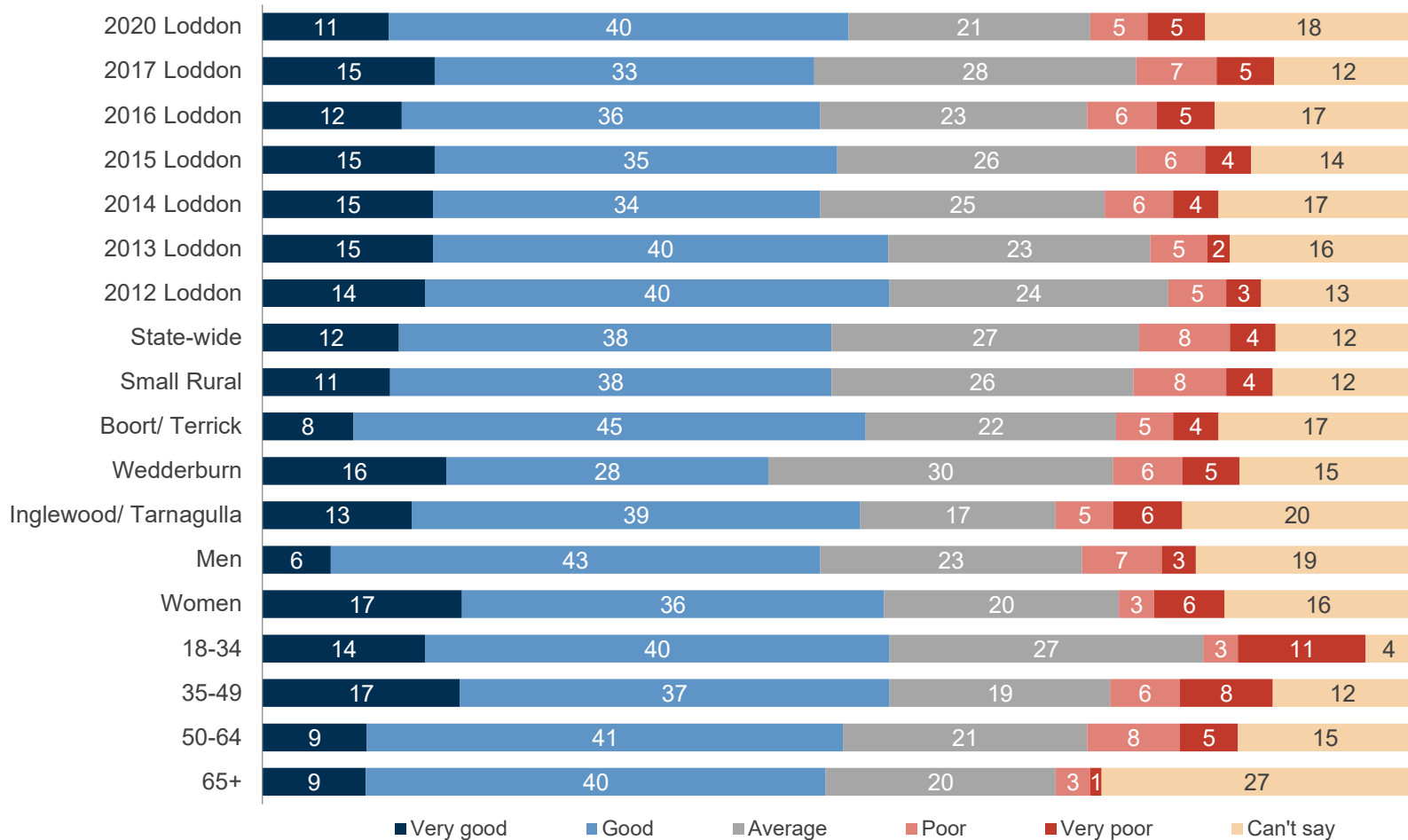




# Enforcement of local laws performance



2020 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: 34 Councils asked group: 10



# Family support services performance



2020 family support performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	n/a	n/a	75	73	73	75	70	70
Women	n/a	n/a	64	65	66	70	69	64
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	66	67	66	67	68	67	67
Small Rural	68	67	68	66	67	n/a	n/a	n/a
Loddon	n/a	n/a	67	65	65	67	69	66
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	61	60	63	69	68	65
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	70	65	64	65	68	68
35-49	n/a	n/a	65	64	60	61	68	67
18-34	n/a	n/a	59	59	61	62	68	62

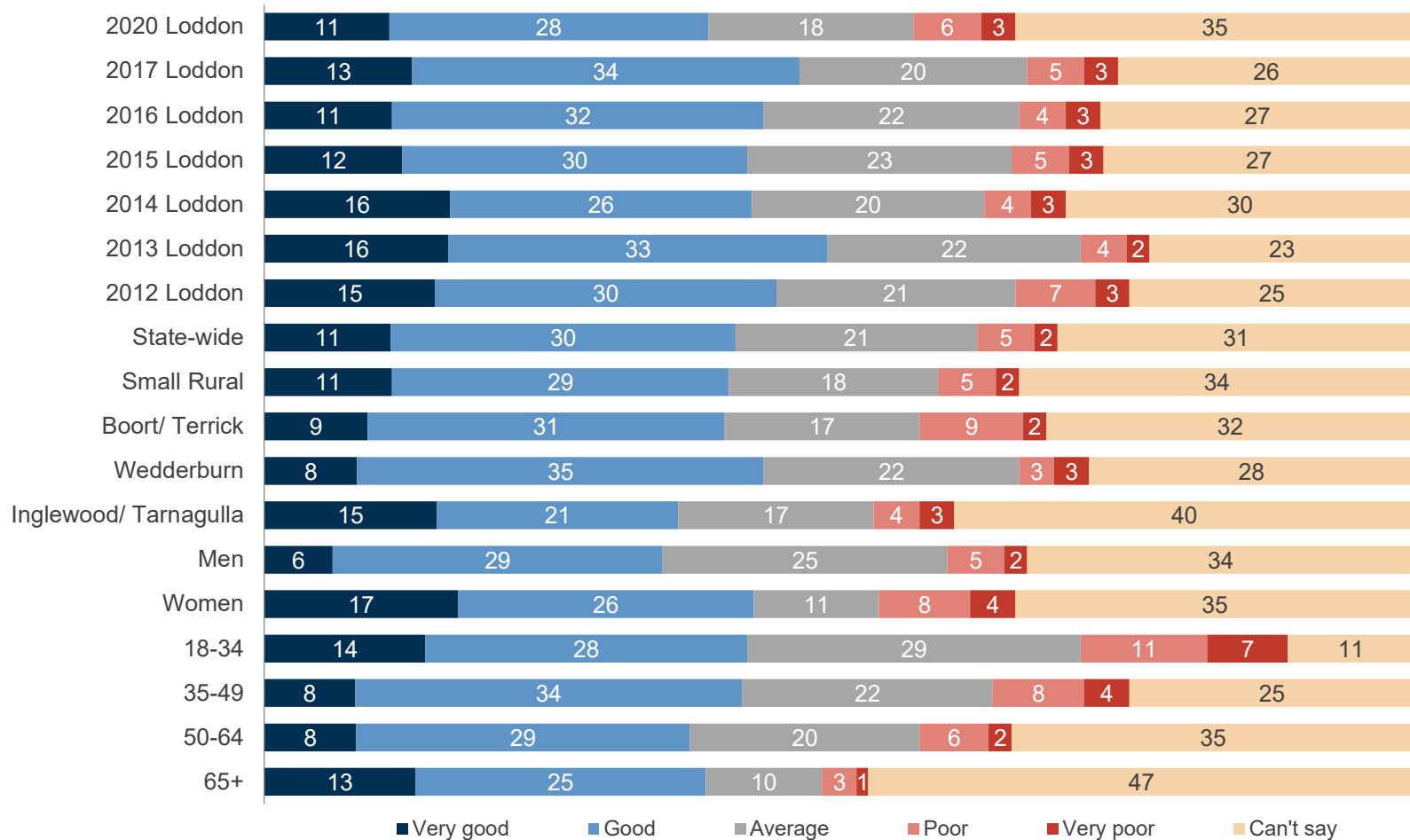
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# Family support services performance



2020 family support performance (%)



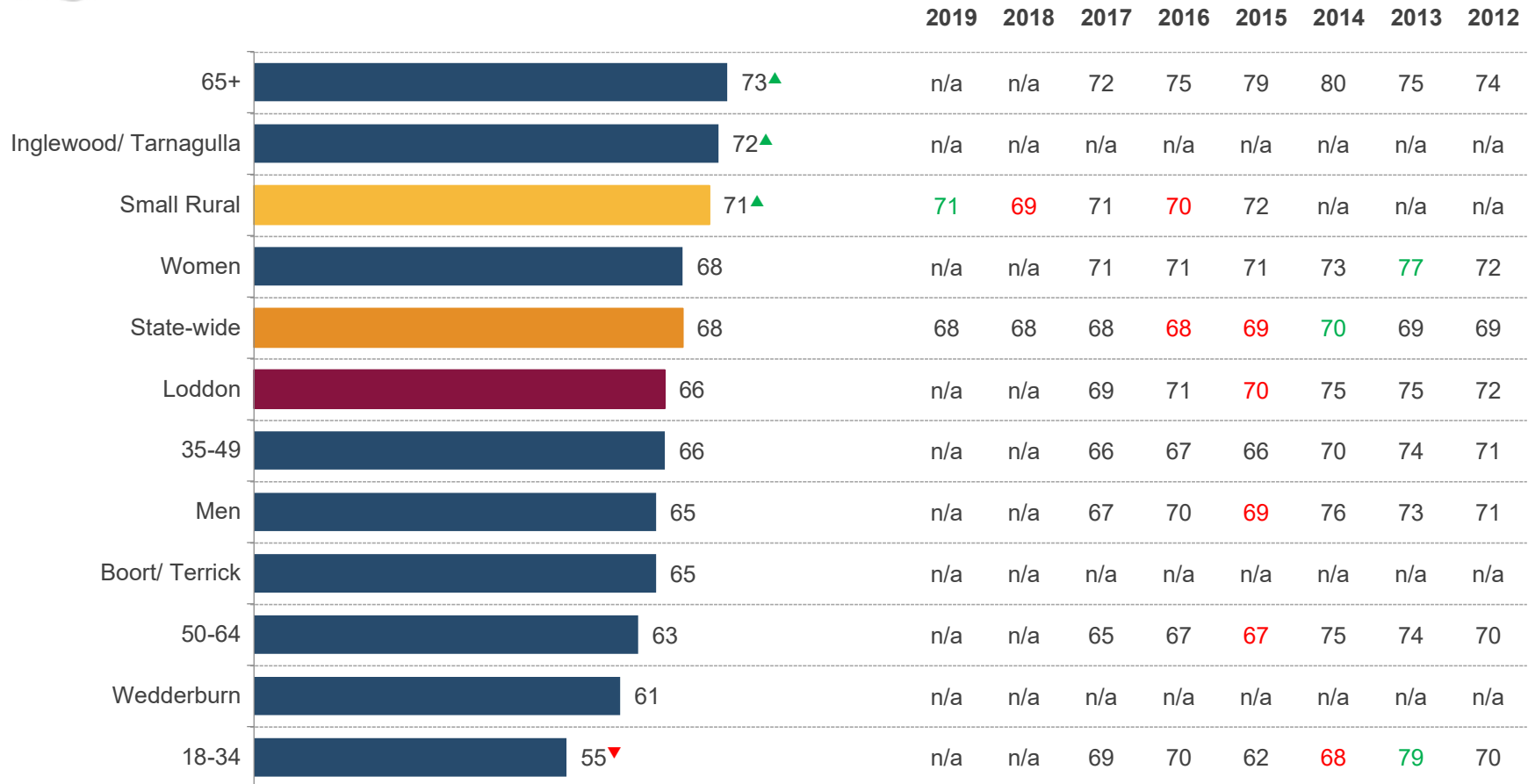
Q2. How has Council performed on 'Family support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 7



# Elderly support services performance



2020 elderly support performance (index scores)



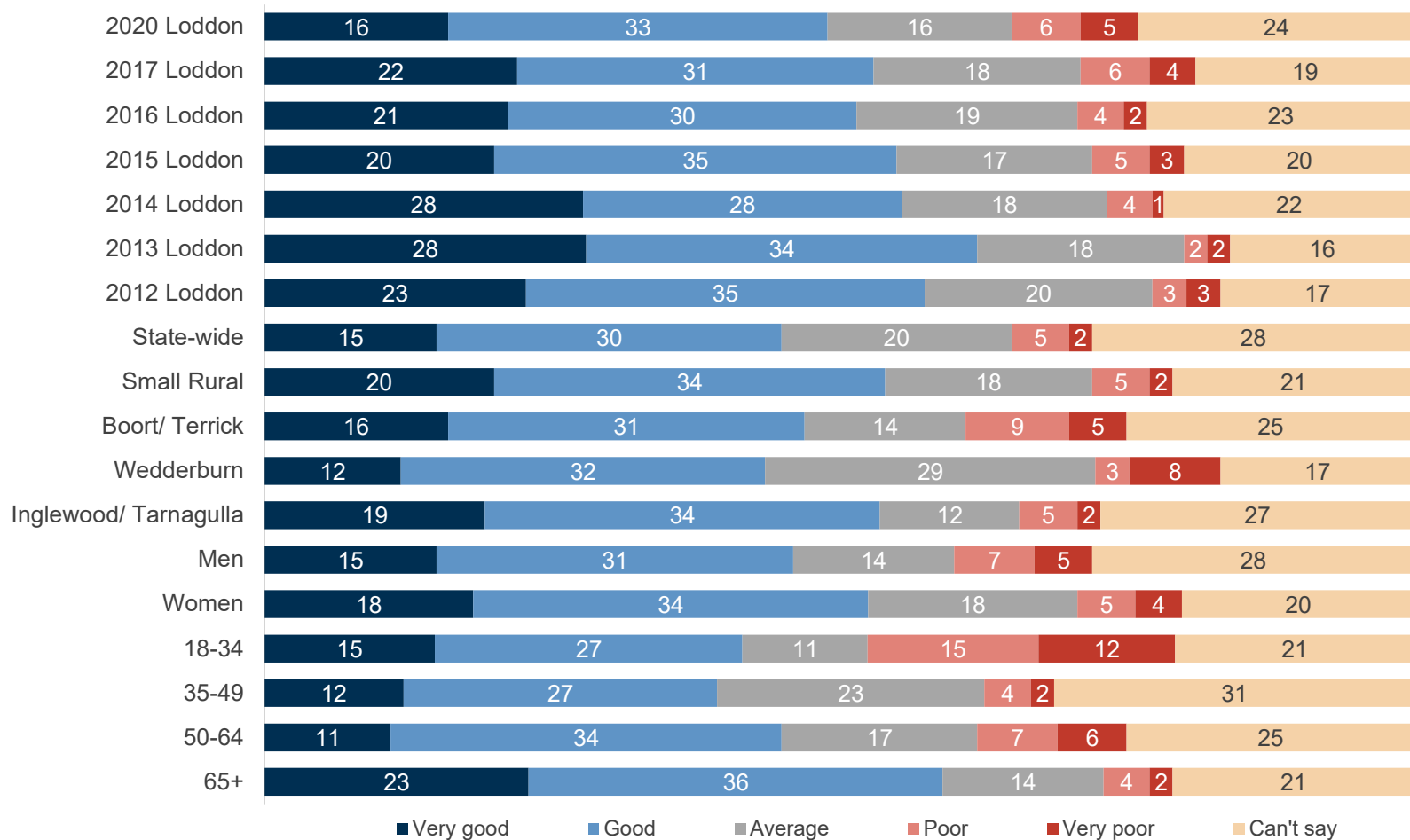
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Elderly support services performance



2020 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9



## Recreational facilities performance



2020 recreational facilities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
65+	73	n/a	n/a	77	75	78	81	75	78
50-64	72	n/a	n/a	70	68	73	76	73	73
Boort/ Terrick	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	n/a	n/a	74	75	75	76	77	75
State-wide	70	70	69	70	69	70	71	70	70
Loddon	70	n/a	n/a	73	72	73	77	74	74
Inglewood/ Tarnagulla	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68	n/a	n/a	74	72	72	76	72	75
Men	68	n/a	n/a	72	70	72	78	70	72
Small Rural	68	68	69	69	68	70	n/a	n/a	n/a
Wedderburn	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	n/a	n/a	69	75	65	73	74	66

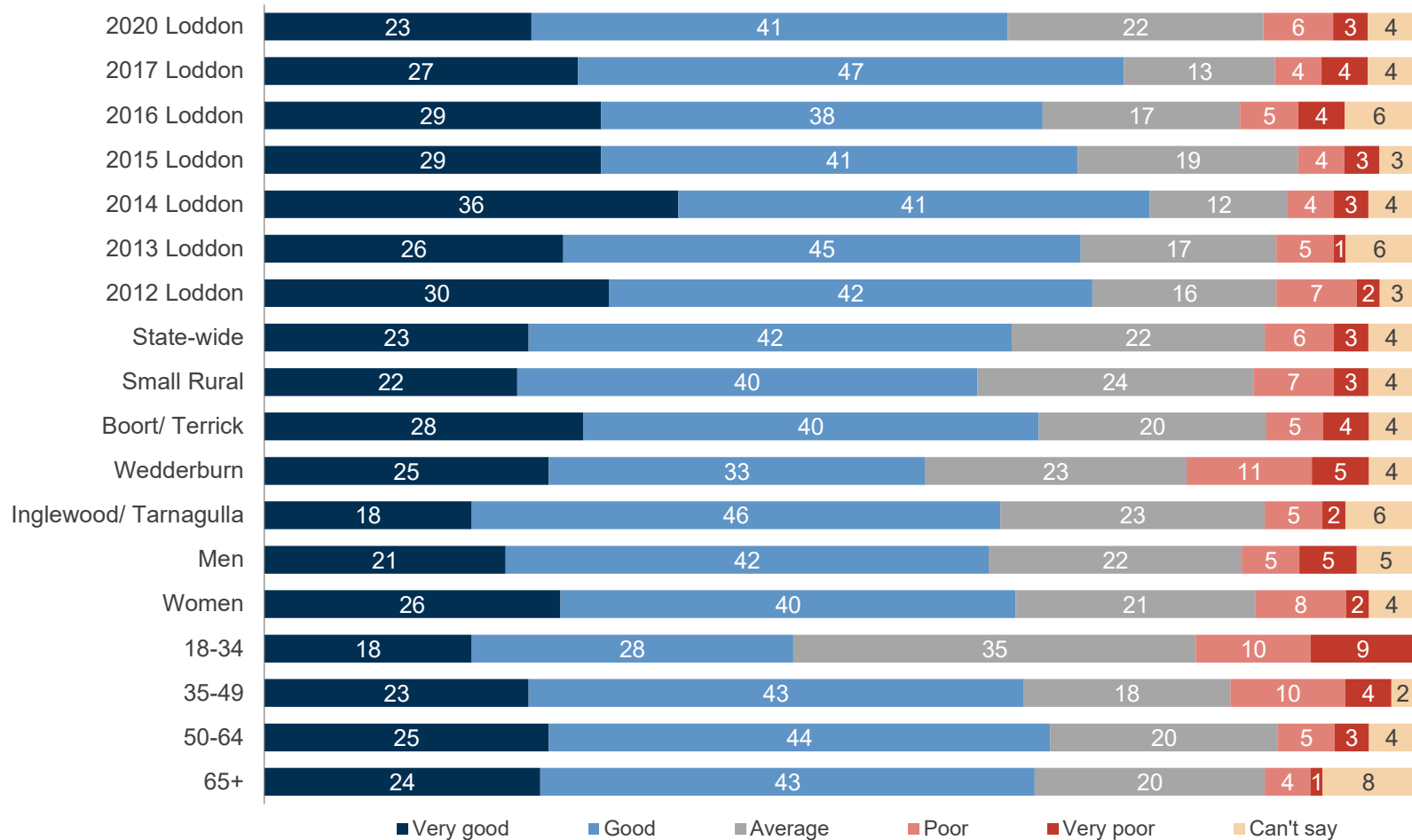
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11  
 Note: Please see Appendix A for explanation of significant differences.



# Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11



# The appearance of public areas performance



2020 public areas performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	70	76	74	75	73	73
Small Rural	73	72	74	73	74	n/a	n/a	n/a
50-64	n/a	n/a	67	70	75	74	73	71
65+	n/a	n/a	72	77	75	77	72	74
35-49	n/a	n/a	76	71	74	71	74	75
Loddon	n/a	n/a	71	74	73	74	73	73
State-wide	72	71	71	71	72	72	71	71
Men	n/a	n/a	72	72	72	72	73	73
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	69	75	65	71	73	72

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: 12  
 Note: Please see Appendix A for explanation of significant differences.

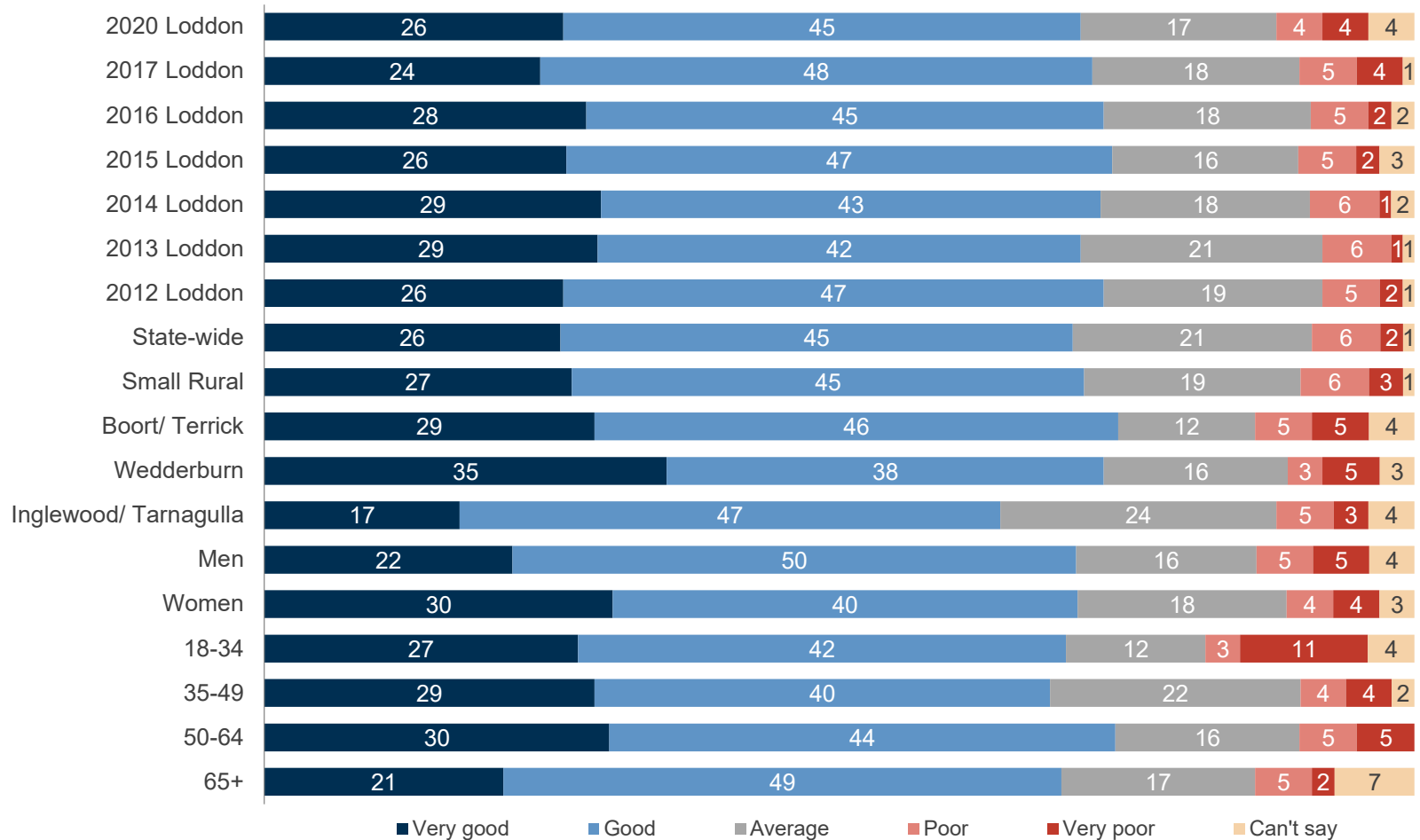




# The appearance of public areas performance



2020 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: 38 Councils asked group: 12



# Waste management performance



2020 waste management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
65+	74▲	n/a	n/a	75	76	80	81	76	75
Wedderburn	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	70	n/a	n/a	74	71	75	74	73	70
Loddon	69	n/a	n/a	74	74	76	76	75	72
Women	69	n/a	n/a	75	77	76	78	78	74
50-64	69	n/a	n/a	70	72	73	73	74	72
Boort/ Terrick	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	n/a	n/a	76	73	73	72	77	62
State-wide	65▼	68	70	71	70	72	73	71	72
Small Rural	64▼	66	69	70	69	71	n/a	n/a	n/a
35-49	63	n/a	n/a	78	74	75	75	73	75

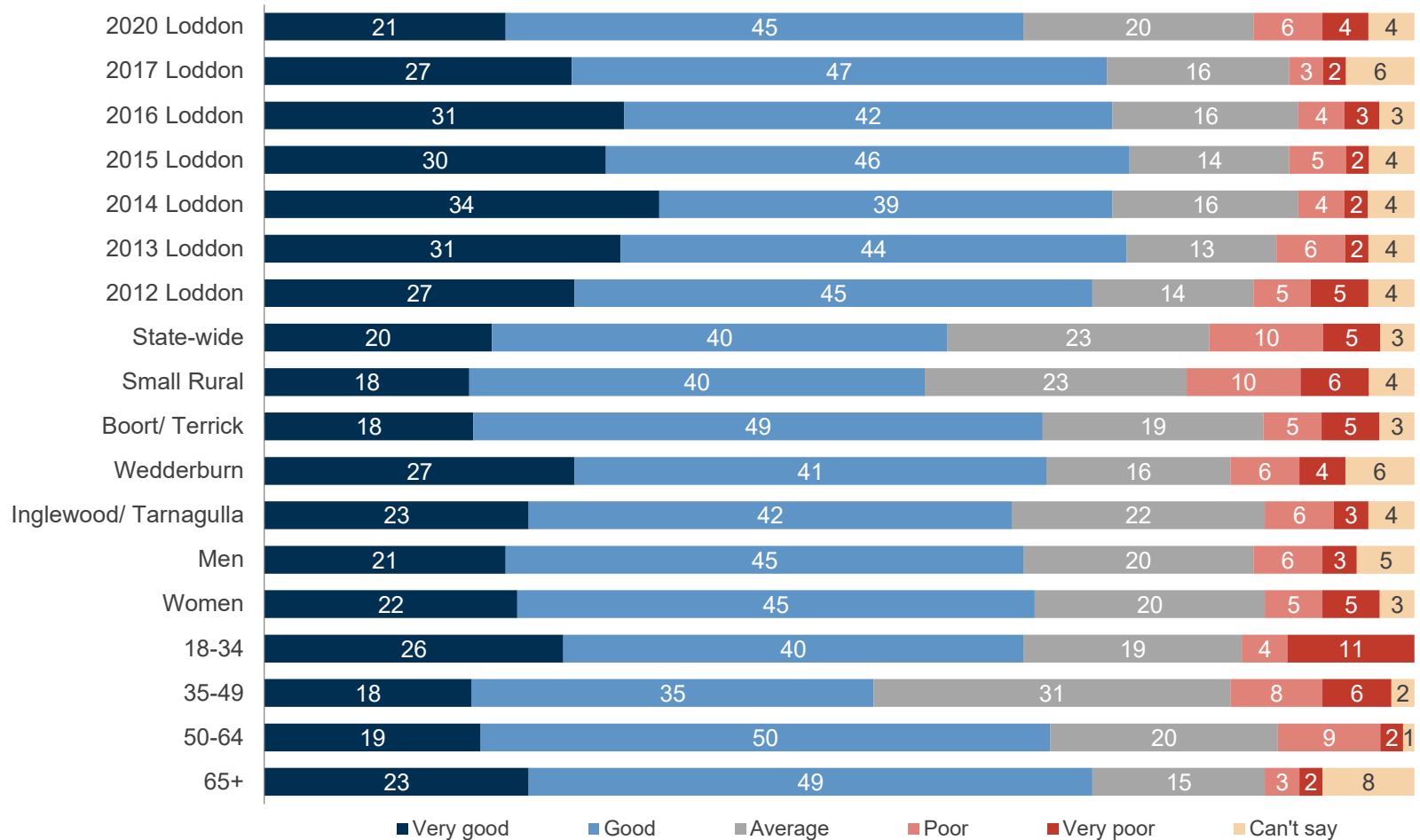
Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13  
 Note: Please see Appendix A for explanation of significant differences.



# Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13



# Council's general town planning policy performance



2020 town planning performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61
Women	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63
Loddon	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58
50-64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57
State-wide	55	54	53	52	54	55	55	54
Small Rural	48	53	51	49	53	n/a	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61

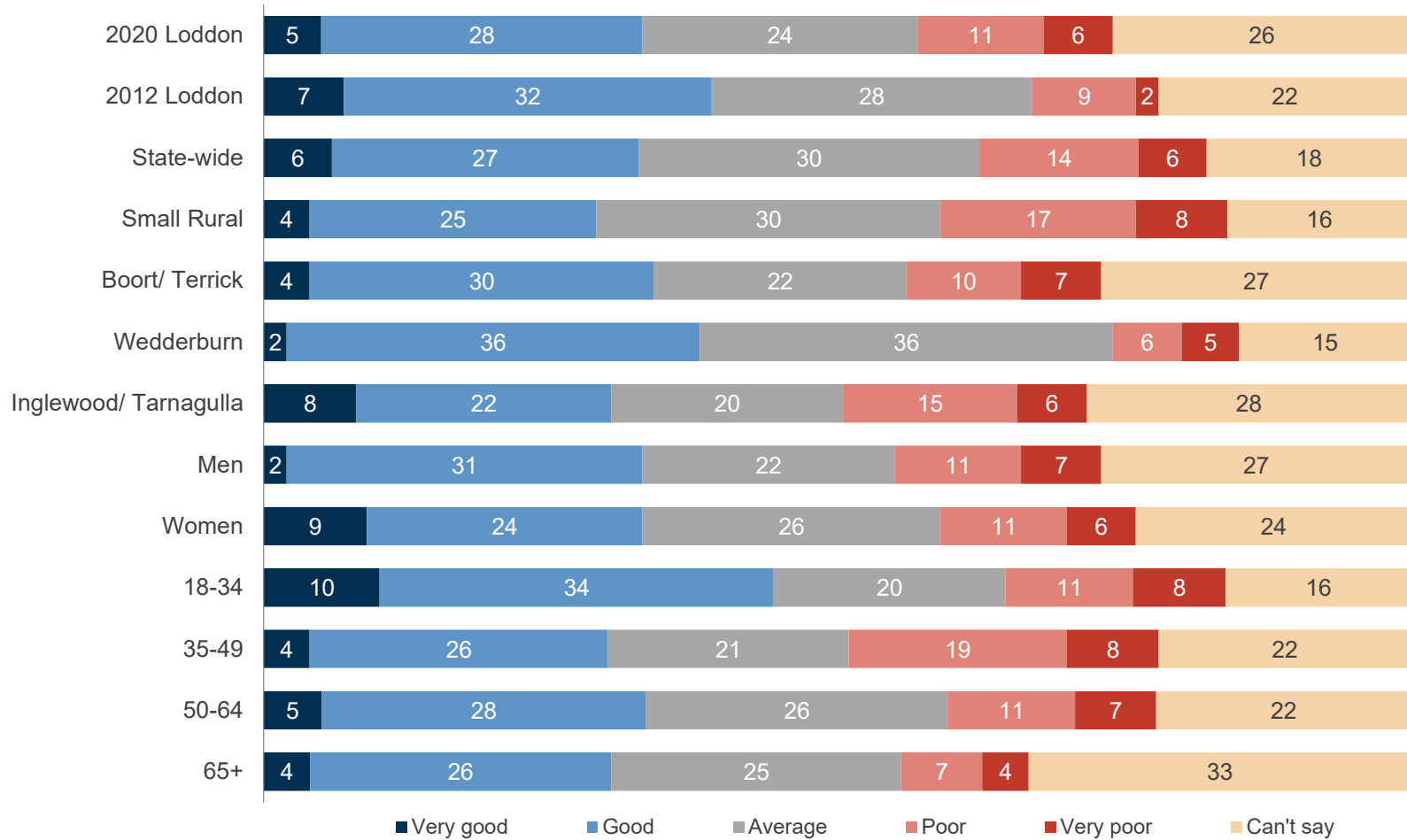
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3  
 Note: Please see Appendix A for explanation of significant differences.



# Council's general town planning policy performance



2020 town planning performance (%)



Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3



# Planning and building permits performance



2020 planning and building permits performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	52	52	51	50	54	53	55	54
18-34	n/a	n/a	52	56	52	58	61	57
65+	n/a	n/a	55	56	59	60	54	60
Women	n/a	n/a	55	55	59	61	62	60
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	54	47	57	55	57	56
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	n/a	n/a	53	51	55	58	57	58
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	51	48	52	55	53	56
Small Rural	48	51	51	50	53	n/a	n/a	n/a
50-64	n/a	n/a	50	48	51	58	56	56

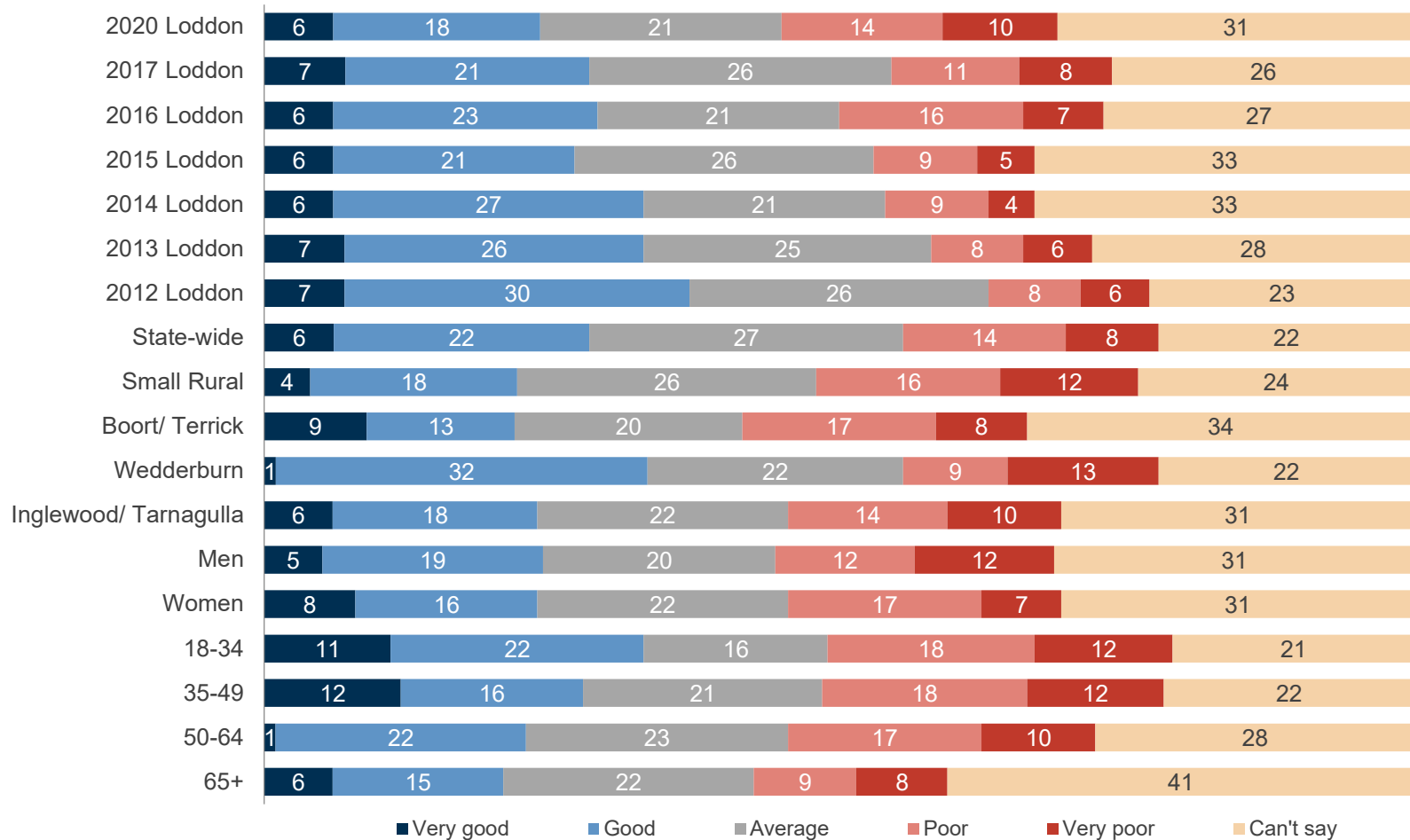
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 7  
 Note: Please see Appendix A for explanation of significant differences.



# Planning and building permits performance



2020 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: 28 Councils asked group: 7



# Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	72	72	72	71	70	n/a	n/a	n/a
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	72	71	70	69	70	71	70	70
Women	n/a	n/a	70	70	72	75	73	71
18-34	n/a	n/a	66	68	69	72	70	67
65+	n/a	n/a	74	72	74	77	72	76
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Loddon	n/a	n/a	68	67	71	72	71	70
35-49	n/a	n/a	67	63	71	68	70	71
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	67	65	69	70	69	69
50-64	n/a	n/a	62	63	67	71	69	64

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: 4  
 Note: Please see Appendix A for explanation of significant differences.

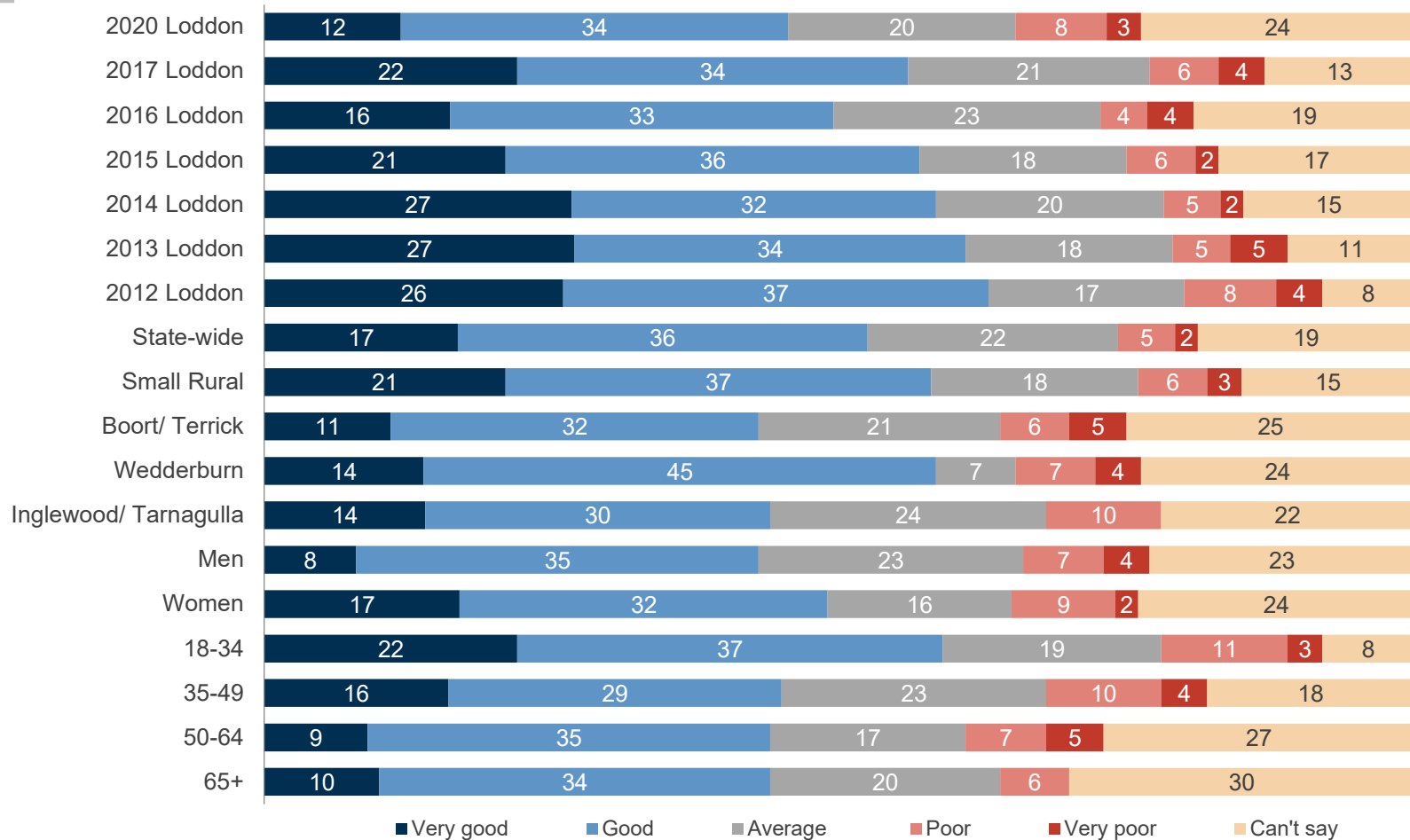




# Emergency and disaster management performance



2020 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: 23 Councils asked group: 4



# Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	n/a	n/a	49	53	58	59	59	59
Boort/ Terrick	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	44	49	49	50	55	50
Wedderburn	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	39	48	47	49	51	47
Loddon	n/a	n/a	43	49	49	51	54	52
State-wide	44	43	44	43	45	45	44	46
Women	n/a	n/a	43	49	49	53	53	53
Small Rural	43	40	43	44	45	n/a	n/a	n/a
Inglewood/ Tarnagulla	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	42	45	47	48	52	50
18-34	n/a	n/a	39	44	36	47	51	50

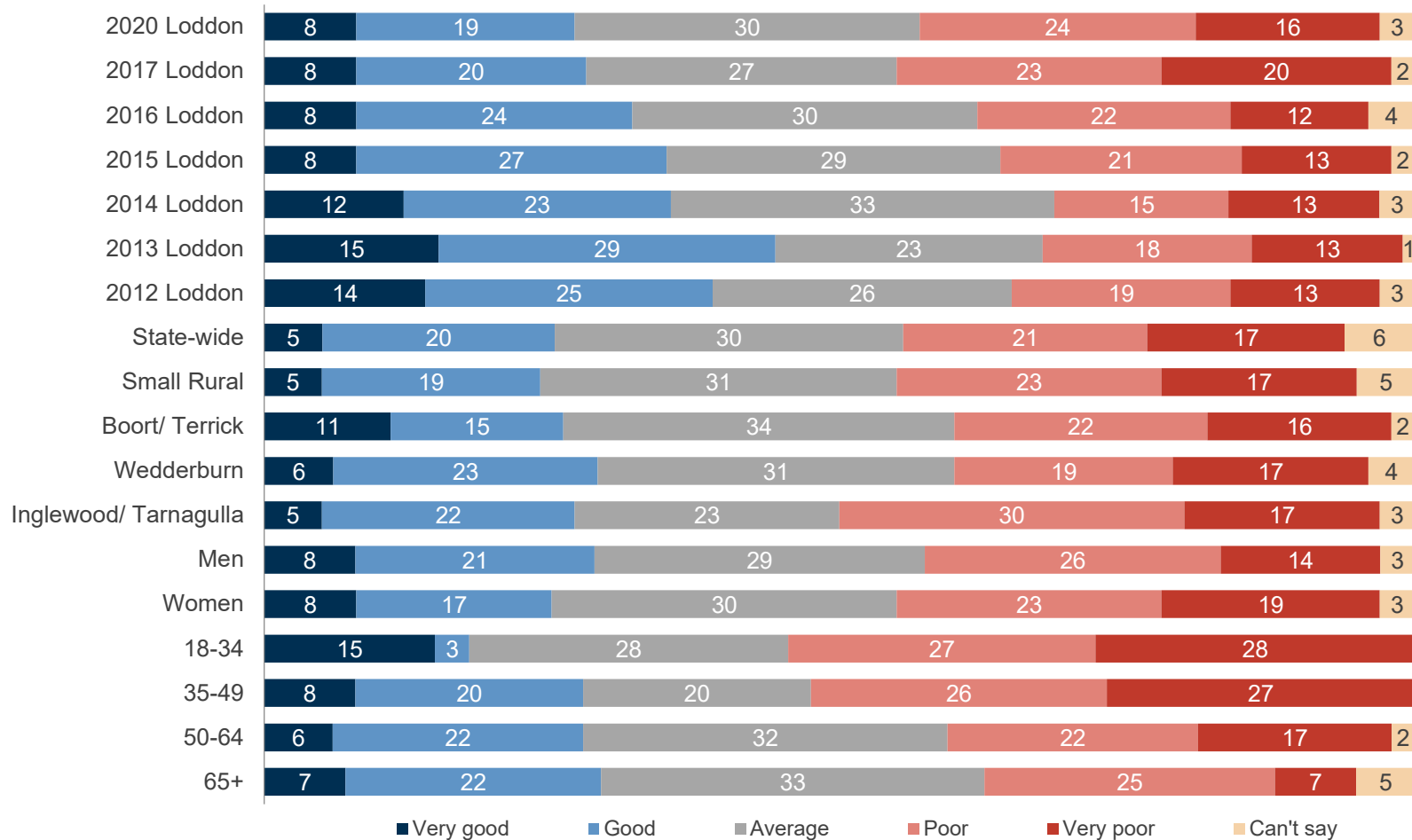
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9  
 Note: Please see Appendix A for explanation of significant differences.



# Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?  
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9



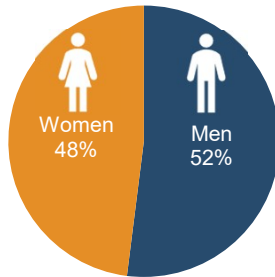
**Detailed  
demographics**



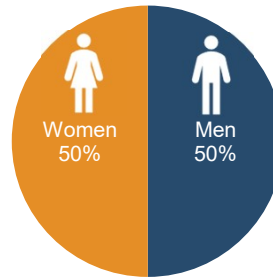
# Gender and age profile

## 2020 gender

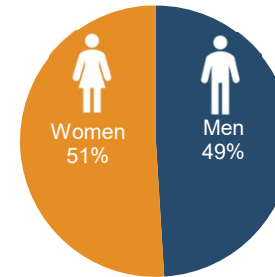
Loddon



Small Rural

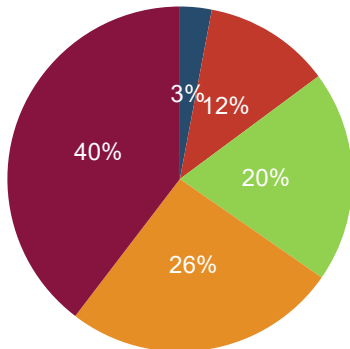


State-wide

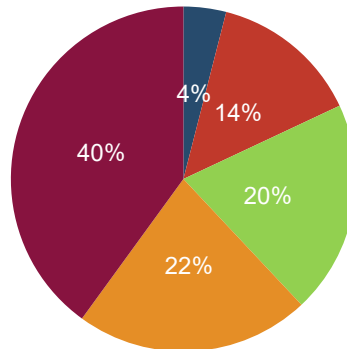


## 2020 age

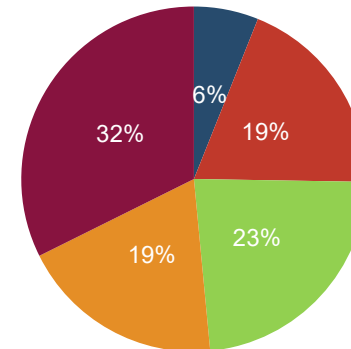
Loddon



Small Rural



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?  
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18  
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



**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 Loddon 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 +/-4.7% 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 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 6,100 people aged 18 years or over for Loddon Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Loddon Shire Council	400	400	+/-4.7
Men	192	208	+/-7.0
Women	208	192	+/-6.7
Boort/ Terrick	178	179	+/-7.3
Wedderburn	70	68	+/-11.7
Inglewood/ Tarnagulla	152	153	+/-7.9
18-34 years	26	58	+/-19.6
35-49 years	51	78	+/-13.8
50-64 years	126	103	+/-8.7
65+ years	197	160	+/-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:

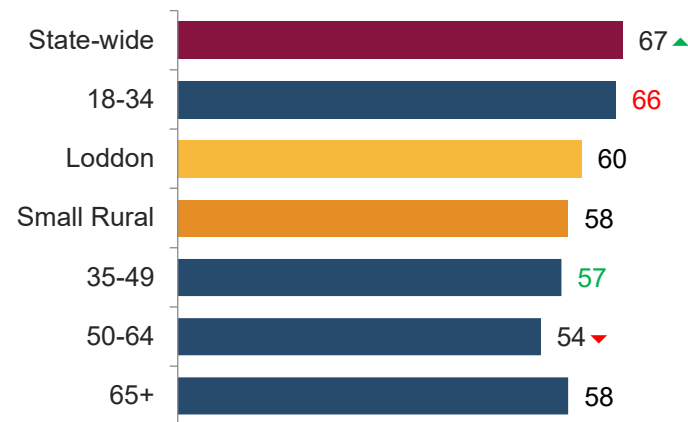
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

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

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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

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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](mailto:admin@jwsresearch.com)



## Appendix B: Survey methodology and sampling

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

- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.
- 2013, n=401 completed interviews, conducted in the period of 1<sup>st</sup> February – 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May – 30<sup>th</sup> 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 Loddon 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 Loddon Shire Council.

Survey sample matched to the demographic profile of Loddon 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 Loddon Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Loddon Shire Council. Survey fieldwork was conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March, 2020.



## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2020 vary slightly.

### Council Groups

Loddon Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Loddon Shire Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small 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

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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 Loddon 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

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### 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**

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### **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

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**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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